



Canadian
Intellectual Property
Office

An Agency of
Industry Canada

Office de la propriété
Intellectuelle
du Canada

Un organisme
d'Industrie Canada

ANNUAL REPORT 2004-05



Strengthening *Client Services*



Canada

CIPO  OPIC

Canadian Intellectual Property Office

Annual Report 2004–05

Strengthening Client Services

www.cipo.gc.ca

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About us

The Canadian Intellectual Property Office (CIPO), a special operating agency of Industry Canada, is responsible for administering Canada's system of intellectual property (IP) rights, namely patents, trade-marks, copyrights, industrial designs and integrated circuit topographies.

CIPO's key functions include:

- assessing and granting requests for IP rights;*
- disseminating the technical information underlying these creations to allow other inventors to build on existing innovations;*
- encouraging invention, innovation and creativity in Canada;*
- providing expert advice on IP administration to other countries; and*
- promoting Canada's IP interests internationally.*

Specifically, CIPO receives and examines applications for trade-marks, patents, copyrights, industrial designs and integrated circuit topographies; grants and registers these IP rights; and administers their renewal, assignment and transfer. It also oversees the qualifying examinations for patent and trade-mark agents. Its primary clients are applicants for IP protection, agents representing those applicants, exploiters of IP systems and the Canadian business community.

CIPO provides IP information via its website (www.cipo.gc.ca) and through publicly accessible databases. It is responsible for publishing the Trade-marks Journal and the Canadian Patent Office Record; and also publishes information guides on its products, bulletins, reports and news releases. To facilitate and encourage the acquisition of IP rights and the exploitation of IP information, CIPO also has a program to raise awareness of the value of IP amongst the Canadian business community, innovators and creators.

Vision, mission and values

Vision

To be the leading intellectual property office recognized for excellence in our products and services and for strengthening Canada's innovative capacity, through ongoing quality improvement, continuous development of our employees and adherence to our values.

Mission

To accelerate Canada's economic development by:

- **fostering** the use of the intellectual property (IP) system and the exploitation of IP information;
- **encouraging** invention, innovation and creativity in Canada;
- **administering** the IP system in Canada (patents, trade-marks, copyrights, industrial designs and integrated circuit topographies); and
- **promoting** Canada's international IP interests.

Values

Integrity

Fairness

Respect

Efficiency

Trust

Continuous improvement



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Our client service commitment

By telephone

- We answer your call with courtesy and efficiency and, if necessary, refer you to the appropriate officer to deal with your enquiry in the official language of your choice.
- We record all voice mail greetings clearly and bilingually.
- We listen to voice messages at least once a day and return your call by the end of the next business day.

In person

- We greet you in the official language of your choice.
- We provide you with access to an Information Officer at the Client Service Centre to deal with your enquiry within ten minutes.
- If you wish to meet with a specialist, you must make an appointment beforehand.

General mail, email and fax enquiries

- We correspond with you in the official language of your choice.
- We acknowledge general correspondence and fax requests within five working days.
- We acknowledge requests by email within two working days.

If you wish to formally register feedback concerning any of the products and services offered by CIPO, please use our online feedback mechanism located on CIPO's website by selecting the "Contact Us" button.

How to reach us

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Website: www.cipo.gc.ca

Acronyms and initialisms

ABC/M	Activity-based Costing/Management
ANCAFA	Accumulated net charge against the fund's authority
CBSC	Canada Business Service Centres
CIDB	Copyright and Industrial Design Branch
CIPO	Canadian Intellectual Property Office
CMM	Capability Maturity Model
CRM	Client relationship management
CSIP	Continued Systems Improvement Program
CSB	Corporate Strategies Branch
DCA	Deferred capital assistance
EPIC	Electronic Publishing at Industry Canada
EPO	European Patent Office
HR	Human resources
IC	Industry Canada
ICTs	Integrated circuit topographies
IP	Intellectual property
IPC	International Patent Classification
IPEA	International Preliminary Examining Authority
IPIC	Intellectual Property Institute of Canada
IPO	IP office
ISA	International Searching Authority
ISR	International search report
IT	Information technology
JCPA	Jean Chrétien Pledge to Africa
OCCP	Ongoing client consultation process
OHIM	Office for Harmonization in the Internal Market
PAB	Patent Appeal Board
PB	Patent Branch
PCT	Patent Cooperation Treaty
RE	Request for examination
SME	Small and medium-sized enterprise
TAT	Turnaround time
TMB	Trade-marks Branch
TMOB	Trade-marks Opposition Board
USPTO	United States Patent and Trademark Office
WIPO	World Intellectual Property Organization
WO	Written opinion

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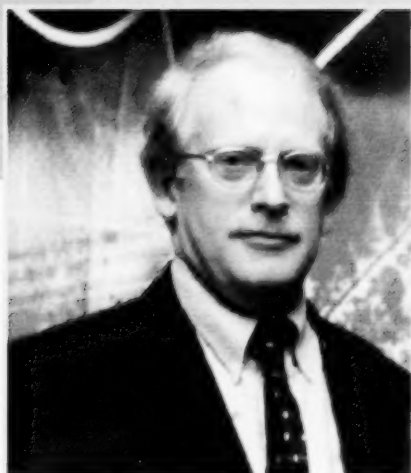
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Message from the CEO

As in previous years, the Canadian Intellectual Property Office's (CIPPO's) top priority remains that of strengthening client services. In this way, we are able to stimulate the creation and commercialization of knowledge, and so contribute to improving Canada's business environment.

I am proud to announce that CIPPO is providing broader services with its new designation as an International Searching Authority (ISA) and International Preliminary Examining Authority (IPEA) under the Patent Cooperation Treaty (PCT). This added responsibility helps to foster Canada's innovative capacity by providing Canadian inventors with important services right on their own doorstep.

We were also key contributors to bringing amendments to the *Patent Act*, consistent with the Government of Canada's commitment to modernize the marketplace. These amendments not only give patent holders and applicants affected by certain court decisions the opportunity to restore their good standing, but also improves access to medicines in developing countries.

In addition to assuming greater responsibilities and enacting our domestic and international commitments, we continued to focus on improving our turnaround times and reducing our backlogs. Our achievements

this past year, outlined in this report, will promote the establishment of new benchmarks for next year.

Let me emphasize that these results would not be possible without the constructive feedback we receive from our clients and stakeholders. Providing client-centered service and advancing an IP culture depends both on our relationship with these important groups and on the dedicated and motivated staff we recruit and retain. I want to take this opportunity to thank our clients in the IP community for their ongoing support and readiness to discuss issues. I would also particularly like to thank CIPPO staff for their continued efforts to improve services. Their commitment to excellence is the key to our success.

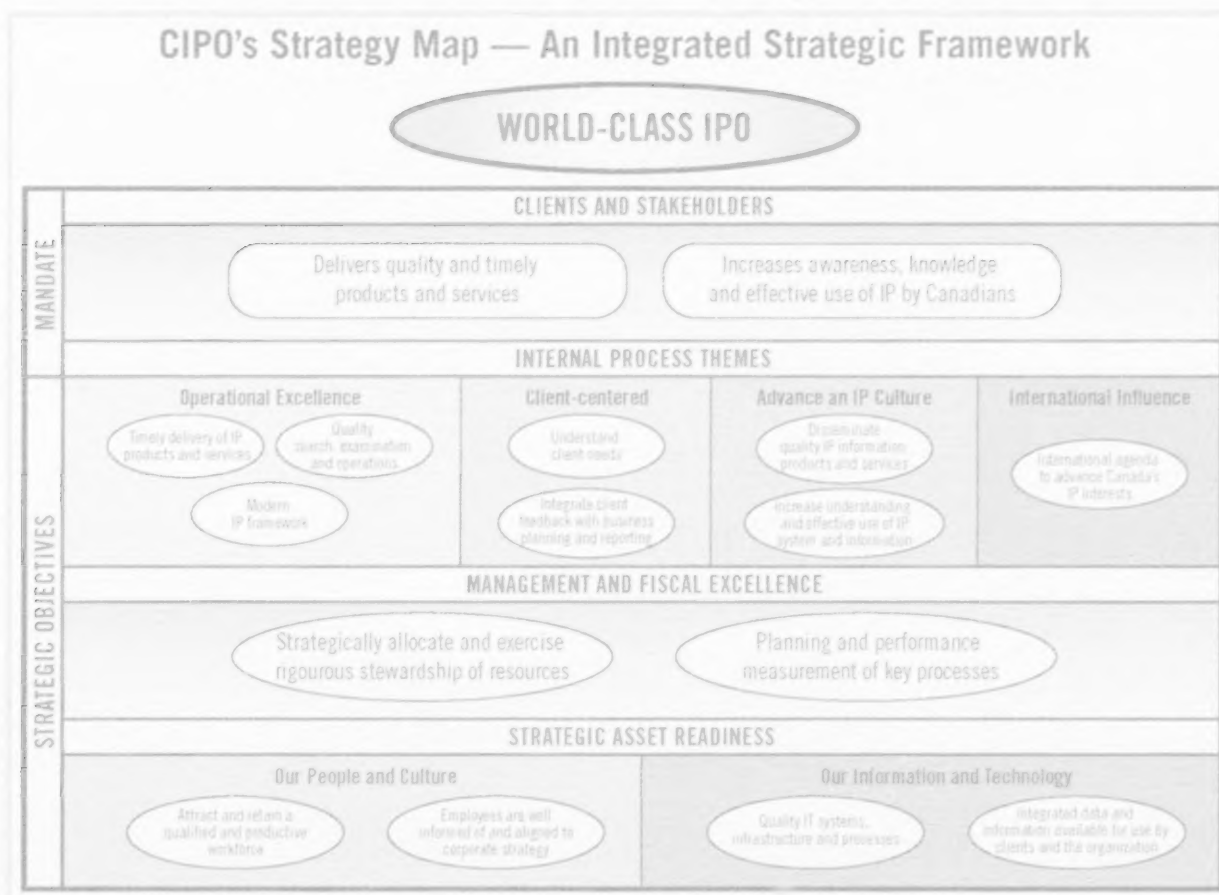
David Tobin
Commissioner of Patents,
Registrar of Trade-marks and
Chief Executive Officer

The year at a glance

Every year CIPO prepares a business plan outlining its operational priorities, in pursuit of the delivery of quality and timely IP products and services to its clients, and the development of increased awareness, knowledge and effective use of IP by Canadians.

CIPO's integrated strategic framework

In preparing its 2004–05 Business Plan, CIPO adopted an integrated strategic framework, whereby it organized its strategic objectives around four internal process themes (operational excellence, client-centered, advance an IP culture and international influence), supported by two “foundations” (management and fiscal excellence and strategic asset readiness). The strategy map below portrays a comprehensive picture of CIPO's business strategy.



Achievements

In terms of meeting the objectives reflected in the four themes, the various branches performed impressively. Once again the Trade-marks Branch achieved significant service improvements. This year, the backlog of trade-mark applications shrank by 30 percent; the average waiting time between filing a trade-mark application and the first action by a trade-mark examiner fell to 4.5 months by the end of the year, compared to 6.5 months at the end of the previous year.

In addition, the Patent Branch began conducting international searches, producing international search reports (ISRs) and written opinions (WOs) in conformance with established international guidelines. In addition to offering these new services, the Branch began witnessing the results of its hiring and training strategy. After years of growth, the Branch this year realized a decrease in inventory for the first time in its recent past.

During 2004–05, the Industrial Design Division completed the re-engineering of its core business processes. This resulted in greater flexibility in the filing of applications and a much easier process for clients.

As well, CIPO was active in the legislative and regulatory areas. In partnership with Health Canada and the policy sector in Industry Canada, CIPO drafted regulations to complement the legislative changes to Bill C-9, known as the *Jean Chrétien Pledge to Africa Act*. This Bill provides a legislative framework to allow Canadian manufacturers to export pharmaceutical products to least-developed and developing countries.

In 2004–05, Bill C-29, an *Act to amend the Patent Act*, was also introduced in the House of Commons. This legislation is designed to provide relief to patent

holders and applicants affected by the 2003 decision of the Federal Court of Appeal in the case of *Dutch Industries Ltd. v. The Commissioner of Patents, Barton No-Till Disk Inc. and Flexi-Coil Ltd.*

Over the year, CIPO continued to emphasize the importance of its relationship with its clients by:

- managing and using client feedback;
- implementing an ongoing client consultation process (OCCP);
- establishing proactive working relationships with key client groups;
- managing a new approach to client information and data; and
- managing regular communication with clients.

CIPO's emphasis on employee relationships was evidenced by the continuation of its Human Resources Plan, focusing on five key areas. CIPO also established a Labour Management Consultation Committee and initiated work on a Leadership Development Program.

As well, CIPO worked to ensure that Canadian businesses, innovators and creators received the right information, products and services, at the right time during the year. Its achievements include the establishment of a Bank of Speakers, the launch of two publications and the *IP Toolkit*, plus products and services that target specific audiences and provide information based on their level of knowledge. As well, CIPO finalized its Dissemination Policy as the basis for the delivery of IP information. This policy will enable CIPO to take a consistent, corporate dissemination approach that responds to client demand while taking into account government-wide and international standards, sound information management principles and best international dissemination practices.

Ensuring operational excellence

As part of its 2004–05 Business Plan, CIPO organized its strategic objectives around four internal process themes, supported by two “foundations.” The first of the themes is that of operational excellence. CIPO endeavoured to achieve three objectives in this area:

- the reduction of turnaround times through increased hiring, streamlined training and improved business practices and systems;
- the establishment of quality management systems within key product lines; and
- the implementation of a more effective and efficient regulatory framework.

Throughout 2004–05, CIPO was able to achieve these objectives through the delivery of high-quality products and services.



Trade-marks

The Trade-marks Branch (TMB) examines applications for entitlement to the exclusive use of a trade-mark for a specific set of wares or services.

It also maintains the trade-marks register. Trade-mark applications that meet the requirements of the *Trade-marks Act* are published in the *Trade-marks Journal* and may be registered if they remain unopposed for a period of two months.

Highlights

Again this year, the TMB significantly improved services, largely due to its continuing effort to revamp the Branch's workflow by automating search processes, streamlining its examination procedures, changing training programs and increasing the number of examiners. The improvements in timely service and reduction in backlogs that materialized in 2002–03 continued over the following two years. In 2004–05, the backlog of trade-mark applications shrank by an impressive 30 percent to approximately 13 500 from more than 19 400 in the previous year. As well, the

average waiting time between filing an application and the first action by a trade-mark examiner fell to 4.5 months by the end of the year, compared to 6.5 months at the end of the previous year.

Trade-marks Opposition Board

The Trade-marks Opposition Board (TMOB) rules on cases where a third party:

- opposes the registration of a proposed trade-mark advertised in the *Trade-marks Journal*; or
- requests the removal of a trade-mark from the trade-marks register on the grounds that the mark is not being used in Canada (section 45).

The TMOB considers evidence and renders decisions on behalf of the Registrar of Trade-marks.

In 2004–05, a total of 2347 statements of opposition and section 45 applications were filed with the Board. The TMOB issues written decisions in about four percent of cases; the remainder are either settled or abandoned by the parties. Decisions of the Registrar of Trade-marks can be appealed to the Federal Court of Canada.



Patents

The Patent Branch handles all aspects of the patent granting process. It receives, classifies, examines and processes applications

for patents, granting the patent when it meets the requirements of the *Patent Act* and *Patent Rules*. It registers transfers of ownership and ensures that the technical data underlying patent applications and patented inventions is faithfully transcribed and available for public scrutiny.

The granting of a patent allows patentees to exclude others from making, using or selling their inventions for a period of 20 years from the Canadian date of filing.

The Branch serves a wide variety of clients, including national and international patent applicants, inventors, business professionals, academics, and international organizations.

Highlights

The Branch's multi-year hiring and training strategy bore notable results this year; the number of applications awaiting examination peaked in February 2004 and steadily declined thereafter. The Branch exceeded its examination production forecast, finishing the year with 31 282 disposals, compared to 26 731 the previous year. At the end of the year, 83 percent of applications with a request for examination (RE) were waiting less than 27 months for a first substantive examination action.

The Branch welcomed 53 new patent examiners, increasing the examiner population to 282 by the end of the year. All new examiners start their career with an intensive three-month classroom program before moving to their section under the watchful eye of a senior examiner and "mentor." New examiners return to the classroom for a month of advanced training at the end of their first year. They spend their second year honing their skills before completion of their apprenticeship.

On July 26, 2004, in its new role as ISA and IPEA for Canada, the Branch began conducting international searches and producing ISRs and WOs in conformance with established international guidelines.

All examination staff required to produce ISRs and WOs received formal training, as did affected staff in the Operations areas. During the year, CIPO received about 1400 requests for international search services and produced 729 search reports.

The implementation of these services triggered the elaboration of new quality standards and established a foundation for initiating a quality management system within the Branch to systematically identify, document and implement improved quality processes.

Patent Appeal Board

The Patent Appeal Board (PAB) is a three-member advisory body within CIPO. Cases are referred to this Board when a patent examiner or an industrial design examiner rejects an application and the applicant is unwilling to amend the application to overcome the rejection or cannot persuade the examiner that the rejection should be withdrawn. The Board reviews the prosecution of the application, holds a hearing if requested by the applicant and makes a recommendation to the Commissioner of Patents as to whether or not the application should be accepted. The Commissioner considers the Board's recommendations and renders a decision that may be appealed to the Federal Court of Canada.

The PAB also:

- makes a recommendation to the Commissioner about which patent applicant is entitled to claim an invention where two or more applicants are seeking rights over the same invention in applications filed before October 1, 1989;
- administers the process under the *Patent Act* where third parties can request that a patent be re-examined on the basis of prior art; and
- administers the board that sets the qualifying examinations for patent and trade-mark agents.

During 2004–05, the PAB received 20 requests to review rejected patent applications and two requests to review rejected industrial design applications. The Board received three new cases relating to conflicts between patent applicants claiming the same invention.

The number of candidates taking the patent agent qualifying examination rose to 257 in 2004–05 from 237 the previous year; the number of trade-mark qualifying examination candidates decreased from 43 to 32. The increase in the number of candidates for the patent agent qualifying examination reflects continuing labour market opportunities for these professionals.



Copyrights

The Copyright Office issues certificates of registration for copyrights in Canada and maintains the register of copyrights. Individuals

can search the register on the Internet, free of charge, to obtain information about specific copyrights. Over the year, 7777 copyright applications were received, approximately the same number as in the previous year.

In response to client suggestions, the Office has further simplified its electronic filing procedure, making the process more user-friendly in 2004–05. As the result of these internal improvements, “accelerated service” now constitutes part of the regular service CIPO offers for applications filed electronically. This change generated process savings that were transmitted directly to CIPO customers.

CIPO’s simplified electronic registration system, coupled with lower fees, led to a further increase in online applications (now more than half of all copyright applications). Applications filed electronically are processed in approximately one day.

The table beside provides a breakdown of registrations for the year, by broad category of work. Some applications are registered in multiple categories.

Copyright registration by categories in 2004–05*

Literary Published works: 45% Non-published works: 55%	4604	52%
Musical	1114	13%
Artistic (e.g. primarily photographs and graphic arts)	1634	19%
Dramatic (e.g. primarily films and videos)	1301	15%
Other	97	1%

**Total does not match Table 17 due to registration in multiple categories.*



Industrial designs

The Industrial Design Division receives, classifies, examines and processes applications for industrial designs,

and registers assignments, licences and changes of ownership. The registered owner of an industrial design is entitled to prevent others from making, using, renting or selling that design in Canada for up to 10 years. Once industrial designs are registered, they become part of a public register maintained by CIPO.

During 2004–05, the number of applications rose to 4121 from 3827 the previous year. Over the year, the Division completed the re-engineering of its core business processes. These revised processes have enabled the Division to meet the following five key objectives:

- improving client service delivery through faster turnaround times;
- increasing the volume of registered applications without compromising quality;
- progress toward breaking even financially;
- simplifying and streamlining the existing process; and
- improving the work process for employees.

Among other achievements, the re-engineering exercise provided for the scanning of records to ensure that the database of industrial design registrations would be available on the Internet later in 2005–06.

A Partnership Committee on Industrial Design, which includes representatives from the Industrial Design Division and profession, met twice during the year. The objective of this Committee is to strengthen communications with CIPO clients by identifying and discussing common issues.



Integrated circuit topographies

Integrated circuit topographies (ICTs) are three-dimensional

configurations of semiconductors, metals, insulators and other materials that make up the microchips found in a variety of products such as medical and aerospace equipment, consumer electronics and household appliances. CIPO processes requests for registration of these topographies with the Registrar of Topographies. This year, CIPO received two applications for ICTs, compared to five in 2003–04.

A modern and robust IP framework

Bill C-9

Bill C-9,¹ the *Jean Chrétien Pledge to Africa Act*, which received Royal Assent on May 14, 2004, amended the *Patent Act* and the *Food and Drugs Act*. This bill allows Canadian manufacturers, under certain conditions, to

manufacture and export pharmaceutical products to least-developed and developing countries to help them fight public health problems, such as HIV/AIDS. Regulations to complement the legislative changes were drafted by CIPO in conjunction with Health Canada and Industry Canada's policy sector. These regulations outline the information that must be disclosed and the forms that must be completed to obtain, maintain and renew an authorization.

The Patent Appeal Board is responsible for preparing the recommendation to the Commissioner of Patents on whether or not to grant a requested authorization. The Commissioner has the authority to grant any requested authorization to manufacture a pharmaceutical product (which has been certified by Health Canada as compliant with Canada's *Food and Drugs Act*) under this legislation.

Follow-up to the *Dutch Industries Case*

Bill C-29,² an *Act to amend the Patent Act*, was introduced in the House of Commons on December 3, 2004, to provide relief to patent holders and applicants affected by the 2003 decision of the Federal Court of Appeal in the case of *Dutch Industries Ltd. v. The Commissioner of Patents, Barton No-Till Disk Inc. and Flexi-Coil Ltd.* One of the technical amendments to the *Patent Act* proposed in the Bill included a 12-month time limit permitting affected parties, who incorrectly paid their patent fees at the lower small entity fee level instead of at the higher large entity fee level, to make the necessary corrective payments to secure their patent rights. Bill C-29 also ensures the Senate equal participation in assessing and recommending eligible candidates for an expert advisory committee to the government to be established under the Jean Chrétien Pledge to Africa (JCPA). Moreover, Bill C-29 will annex the Schedules from the JCPA to the *Patent Act*, thereby giving them force of law.

1. The Act and subordinate regulations came into force on May 14, 2005.

2. Bill C-29 received Royal Assent on May 5, 2005; section 2 of this Act, which adds a new section to the *Patent Act* (section 78.6), will come into force on February 1, 2006.

Client-centered service

The second of the internal process themes concerns client-centered service. CIPO's objectives in this area were to establish systematic processes for understanding client needs; to integrate feedback into service improvement priorities, business planning and reporting; and to strengthen external communications.



CIPO's client relationship management (CRM) strategy underlies the implementation of ongoing corporate processes to allow CIPO to better understand clients and respond to their evolving needs. CIPO's CRM strategy consists of six components:

- client satisfaction: measuring and reporting of client satisfaction with CIPO;
- feedback management: managing and using client feedback, including complaints and compliments;
- ongoing client consultation process: providing an ongoing program of surveys and focus groups;
- relationship building: establishing proactive working relationships with key client groups;
- client information management: implementing organization-wide information systems to manage client information and data as a corporate resource; and
- communications: informing clients and employees on progress in achieving CIPO's objectives.

Understanding client needs

Over the past year, CIPO continued to expand the scope of client consultations to better understand client needs. Two important innovations were introduced:

- the implementation of an evergreen "calendar" of proposed consultations to ensure discussion and coordination of consultation activities across the organization; and
- the preparation of regular client consultation summaries; these reports not only summarized consultations conducted each quarter, but highlighted key organization-wide issues and themes.

A range of client consultations took place over the year. All told, the CRM unit conducted more than 20 focus groups across CIPO product lines in 10 separate subject areas: Patents quality, ISA services, Finance services, and the Trade-marks Opposition Board. Seven formal surveys were also conducted for various product lines: Trade-marks online filing, Copyrights online filing, and Client Service Centre satisfaction.

Two additional initiatives included developing a relationship-building strategy with key CIPO clients and setting up a Data Collection and Analysis unit within the CRM group. The results are fed back into the business planning process to ensure that CIPO better addresses client needs.

Communicating our priorities

As part of its commitment to become a genuinely client-centered organization, CIPO is committed to communicating regularly with clients. This means keeping abreast of our service improvement priorities and the progress we are making in implementing them.

To this end, CIPO developed a formal client communication strategy during the year to help the organization develop better communications products and implement sophisticated communications processes.

Integrating client feedback with business planning and reporting

A key objective during the past year was to integrate CIPO's client consultation processes with the organization's corporate strategic planning cycle. An immediate goal was to ensure up-to-date feedback from clients was available as plans were being made for the next year's priorities. To this end, CIPO's CRM unit provided a high-level analysis of all client consultations conducted to that point, setting out key client themes and messages from across the organization.

Further progress in integrating CIPO's consultation and planning activities was made by developing and implementing an ongoing corporate governance process for reviewing and responding to client feedback. The purpose of this process was twofold:

- to ensure that product line directors had the opportunity to share information and intelligence, and discuss client issues and feedback at a product line level; and
- to engage CIPO Executive as a whole in discussions on client-related issues, thereby facilitating a corporate consensus on related communications priorities.

Getting the word out to clients about CIPO's progress in improving its products and services was another priority. The CRM unit, working with the Corporate Strategies Branch, therefore developed a corporate client communication strategy. The strategy focuses on the key priorities identified by clients and outlines the action required to address them. It also determines the primary vehicles to be used in communicating with clients and employees, including electronic advisories, web notices and employee newsletter updates.

As well, a corporate communications team was established to plan, manage and coordinate communications more effectively and to raise the profile of CIPO's role, importance and achievements. An online newsroom (<http://www.cipo.gc.ca/newsroom>) was developed, media relations coordinators were designated, and the management of CIPO's news updates (<http://www.cipo.gc.ca/newsupdates>) was transferred to the new team.

Advancing an IP culture

CIPO's three objectives under this theme were to effectively disseminate quality IP information, products and services; to increase awareness and understanding of the benefits of the IP system; and to assist clients to use IP information successfully to generate innovation and applications for IP rights.

The principal feedback and delivery mechanisms for service continue to be the website (www.cipo.gc.ca), the Client Service Centre, and data exchange with 33 IP offices (IPOs) around the world. These activities serve to encourage invention, innovation and creativity through better exploitation of IP information and the IP system.

Disseminating quality IP information, products and services

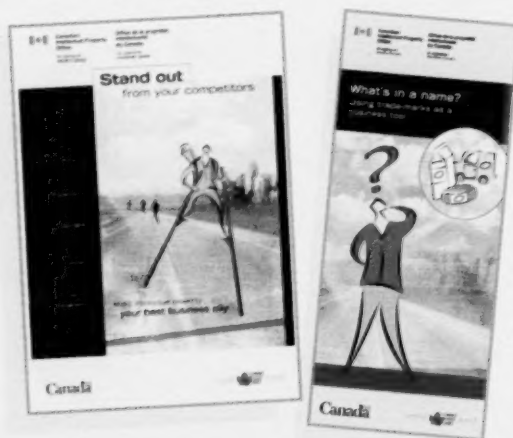
This year, CIPO finalized its Dissemination Policy as the basis for the delivery of IP information. This policy will enable CIPO to take a consistent, corporate approach to dissemination, one that responds to client demand while taking into account government-wide and international standards, sound information management principles, and best international dissemination practices. In addition to producing the weekly *Canadian Patent Office Record*, the *Annual Index*, and regular extracts of data, a new year-end process for data extraction was established. For the first time, patent bibliographic data was also made available for sale.

CIPO improved its web products and services with the addition of the new Trade-mark Registration Renewal Form for Owners and the new Technical Problem Report Form. The online "Copyright Application" and "Feedback" forms were enhanced as a result of feedback from client surveys. As well, improvements were made to the search pages, and maintenance fee information was added to the Canadian Patents Database. Further, ongoing updates were included in the *Manual of Patent Office Practice* and a "Newsroom" page was added on CIPO's website.

The web continued to be a valuable client consultation mechanism. Two major initiatives were the "Proposals for comment relating to the modernization of the *Trade-marks Act*" and the "Call for comments on the proposed *Trade-marks Wares and Services Manual*." CIPO is analyzing client data and best practices to identify further opportunities for development.

Increasing awareness of IP system benefits

During 2004–05, the Bank of Speakers, the new generic publication *Stand Out From Your Competitors*, the revised *What's in a Name?* brochure and the *IP Toolkit* were launched and promoted. These products were designed for different audiences in line with their level of IP knowledge. For example, the Bank of Speakers and the generic publication target clients with very little or no knowledge of IP, and are designed to raise awareness and introduce the strategic value of IP. The *IP Toolkit* targets intermediaries and individual clients with some knowledge of IP, and provides more in-depth information and resources related to IP and how it can be used strategically.



CIPO works with a variety of partners to deliver these products and services effectively. For example, the Bank of Speakers was developed and is delivered in collaboration with the Intellectual Property Institute of Canada (IPIC), a national association of professionals concerned with patents, trade-marks, copyrights or industrial designs. The *IP Toolkit* was developed with the help of the Canada Business Service Centres (CBSC). Both these organizations are providing valuable feedback in order to improve these initiatives.

During 2004–05, CIPO also began participating in an Industry Canada (IC) initiative, along with the Canada Small Business Financing Program and Corporations Canada, to raise awareness of its products and services among IC regional offices and regional development agencies. Presentations were made in St. John's, Newfoundland and Labrador, and Toronto, Ontario. In addition, CIPO participated in various trade shows across Canada to raise awareness of IP in the business community.

CIPO is also increasing its efforts to expand its relationship with various federal/provincial government departments, such as regional development agencies, the Quebec Ministère du Développement économique, de l'Innovation et de l'Exportation (formerly Ministère du Développement économique et régional et de la Recherche), the Ontario Ministry of Economic Development and Trade, and Agriculture and Agri-Food Canada.

Facilitating the effective use of IP information

The *IP Toolkit* forms the basis of the suite of products designed to promote the effective use of IP.

Over the past year, a web-based Trade-marks Database Tutorial was developed. This tutorial will show users, mainly small and medium-sized enterprises, the benefits of doing a trade-marks search for important business decisions, such as branding and market research. The tutorial will also help users search more effectively in the Canadian Trade-marks Database.



Promoting Canada's IP interests internationally

CIPO's main objective under this theme was to effectively advance Canada's IP interests in the international arena by enhancing its role as a credible mid-sized office.

During 2004–05, CIPO devoted considerable effort to strengthening its bilateral and multilateral relations by hosting several senior delegations from IP offices (IPOs) in developed countries and by actively participating in many committees of the World Intellectual Property Organization (WIPO). Several high level discussions were held over the year between CIPO's senior management and the heads of the United States Patent and Trademark Office (USPTO), the United Kingdom Patent Office, the European Patent Office (EPO) and IP Australia. Also, a series of technical and working level meetings were organized with delegations from China, Japan and the EPO. Finally, CIPO hosted the G7 Heads of IPOs, known as the Ariana Group, meeting in the margins of the WIPO General Assembly in the fall of 2004.

CIPO continued to be an active contributor to international harmonization efforts through its ongoing participation in the Standing Committee on the Law of Patents where work is conducted on the Substantive Patent Law Treaty to harmonize substantive patent laws in national IPOs. CIPO's contribution to the results achieved by the Working Group on the Reform of the PCT was substantial.

On July 26, 2004, CIPO began offering Canadians new services as an ISA and IPEA under the PCT. As one of twelve national IPOs which offer this international service, CIPO is able to exert greater influence on international developments by attending the Meeting of International Authorities.

In partnership with WIPO, CIPO offered a week-long workshop, in May 2004, to a group of eleven officials from the Asia-Pacific and Latin America and Caribbean regions on the application of management techniques in the delivery of IP services.



International Meeting to Discuss Patent Law Harmonization held in Washington. Barney de Schneider (PIB), Sanjay Venugopal (EPO), and Jon W. Douglas (USPTO).



CIPO officials meeting with eleven visiting officials from Asian, Latin American and Caribbean IPOs.

Achieving management and fiscal excellence

In developing its 2004–05 Business Plan, CIPO identified two key “foundations.” The first of these is management and fiscal excellence, and the second is strategic asset readiness. Underlying the first foundation are two objectives: to demonstrate rigorous stewardship of resources, including their allocation; and to successfully plan key processes and their related performance management systems.

Since becoming a special operating agency, CIPO has been committed to achieving management and fiscal excellence while delivering tangible results. It has done so by continuously improving the organization's business planning processes, maintaining long-term financial viability and aligning stewardship of resources with corporate priorities. CIPO's success is demonstrated through the monthly measurement and reporting of the performance of key processes using its corporate dashboard, and by other management practices that reflect the effective and ongoing application of the Government of Canada's management accountability framework.

Ensuring rigorous stewardship of resources

CIPO continues to operate from a position of financial strength, supported by the integration of its business, financial and long-term capital planning processes. Through its revenue-based budgeting process, CIPO has continued to meet the challenges faced by its product lines in expanding and improving products and services, while remaining fiscally responsible.

In support of the rigorous stewardship of resources and evidence-based decision making, CIPO has begun implementing Activity-based Costing/Management (ABC/M). The design phase of the ABC model has recently been completed. CIPO will now begin to implement an ABM pilot project, which will provide management with a better understanding of the

capacity, processes and productivity of their units, thereby further supporting performance measurement and benchmarking initiatives.

In addition, CIPO continued to use a revenue-based budgeting process, produced monthly financial statements, and conducted comprehensive reviews at mid-year and third quarter to monitor the organization's ongoing financial viability. In combination, these processes led to the development of a resourcing strategy that ensures adequate production capacity is in place to improve turnaround times and inventory levels, as well as maintain the ability to make strategic capital investments.

Planning and performance measurement of key processes

Another key component of CIPO's ongoing commitment to transparency, management accountability and value-for-money is the strengthening of the organization's strategic planning, comptrollership and performance measurement processes to support and align with CIPO's corporate strategy.

Building on the success of its existing corporate dashboard and integrated strategic framework, CIPO has refined the development and ongoing usage of the corporate level strategic initiatives grid and the corporate dashboard. This enables the executive team to track and monitor progress against all corporate level objectives throughout the year in support of increased accountability for the achievement of results.

As part of CIPO's ongoing commitment to improve the organization's business planning processes and to maintain its long-term financial viability, the integration of business, financial, information technology (IT), and human resources (HR) strategic plans and initiatives continued to evolve and improve. This process will lead to the full integration of all of CIPO's critical planning and financial processes, including the budget, OCCP, HR and IT strategic planning, into the corporate strategic planning framework.

To support these key initiatives, CIPO recognizes that it must continue to develop strategic planning and performance measurement capacity throughout the organization. To this end, the organization will identify key staff and implement appropriate training plans.

Ensuring the readiness of strategic assets

The second "foundation" of CIPO's 2004-05 Business Plan is that of strategic asset readiness, which is focused on two priorities:

- *maintaining effective information and technology systems and processes; and*
- *supporting its employees and organizational culture.*

Using information and technology effectively

CIPO is committed to delivering its programs and services more efficiently and effectively through the use of IT. During 2004-05, the Informatics Services Branch launched several IT initiatives to meet the needs of the business functions it supports. These projects included:

- industrial design back capture and creation of a search tool;
- international patent classification (IPC) reform;
- patent examiner recruitment inventory; and
- several infrastructure projects such as:
 - computer equipment upgrade;
 - computer room implementation; and
 - IT accommodation expansion.

During 2004-05, business, financial and IT strategic plans and initiatives were further refined to improve the organization's business planning processes and to maintain its long-term financial viability. Based on the industry standard Capability Maturity Model (CMM), CIPO has reached Level 2 of the six key elements: strategy, governance, architecture, resourcing and operations. The application architecture and competency profile initiatives undertaken in 2004-05 are providing the necessary foundation for CIPO to reach its 2006-07 goal of CMM Level 3.

As well, the findings of the Information Management Gap Analysis and Multi-year Information Management Action Plan were approved by senior management in 2004-05. A new governance structure was developed to address information management corporately.

In terms of its web-based content, CIPO began reviewing its publishing processes and the content of its intranet site in order to prepare for the transfer of this material to a new publishing system, Electronic Publishing at Industry Canada (EPIC). As a result of this initiative the intranet will become a more effective tool for internal communications.

Human resources challenges

CIPO has experienced significant growth over a short period of time. The agency is now home to many young employees with one in three under the age of 35. CIPO is committed to focusing its attention on the needs and interests of this group, while continuing to manage the well-being of all of its employees.

The implementation of the *Public Service Modernization Act* presents further challenges and opportunities for CIPO. CIPO's response to its human resources challenges is largely reflected in the ongoing implementation of its HR strategy's five priorities, supported by the internal communications function.

Priority 1: Recruitment and retention

External recruitment continued this year in response to CIPQ's expansion of services. Nine on-campus recruitment drives were completed and the Patent Examiner Inventory Application Form was reviewed to improve online recruitment of external candidates.

In order to address the demographic shift in the Public Service of Canada, senior management initiated an HR planning exercise to address human capital shortages. CIPQ's biannual HR planning process integrates both human and business planning, and is aligned to principles set forth in the *Public Service Modernization Act*.

Priority 2: Employment equity and diversity

CIPQ is committed to maintaining a workforce reflective of Canada's increasing diversity. Representation of women, Aboriginal peoples and persons with disabilities exceeds workforce availability, while the representation of persons in a visible minority group is improving. Workforce representation is monitored quarterly and reported in the corporate dashboard. Representation gaps are identified and communicated to managers as part of the HR planning process.

CIPQ promotes diversity awareness and employment equity by celebrating events such as Aboriginal Awareness Week, Diversity Day, and International Women's Week.

Priority 3: Official languages

During 2004–05, a detailed review of position and incumbent language profiles was conducted in an effort to ensure quality service and support in both official languages to CIPQ clients and employees. Service delivery options and associated resource requirements were reviewed to prepare for the launch of an in-house language training program in 2005–06.

CIPQ has successfully met the objectives of the *Official Languages Act* for delivery of bilingual services, as evidenced by the recent Canada-wide audit on telephone services conducted by the Official Languages Branch of the Public Service Human Resources Management Agency of Canada.

Priority 4: Learning

Recognizing that learning is an essential investment in the health of an organization, CIPQ established a corporate training budget in 2004–05. A leadership development program initiative is being developed through close consultation with managers to ensure learning needs are fulfilled.

As well, many employees participated in a wide variety of training sessions, career orientation sessions and consultations offered throughout the year.

Priority 5: Workplace well-being

CIPQ's commitment to a positive work environment led to the establishment of a Labour Management Consultation Committee and the creation of a Labour Relations and Occupational Safety and Health Advisor's position in 2004–05.

To further support a healthy and safe work environment, CIPQ has an active Health and Safety Committee, offers related training on a regular basis and routinely conducts building inspections and emergency exercises. In addition, training sessions on harassment awareness were offered and alternative conflict resolution processes were promoted.

Workplace well-being remains key to retaining CIPQ employees. Focus groups were held with new employees to acquire feedback on work-related issues. Results will be used by the Human Resources Branch to develop action plans in consultation with participants. Employee comments and ideas led to the improvement of the Orientation Program. Alternative work arrangements, such as compressed work weeks or part-time work, were widely used throughout CIPQ during the year.

CIPQ's commitment to engaging employees in dialogue on issues of importance to them has led to the establishment of regular fora with CIPQ managers. Employees are also routinely invited to lunchtime get-togethers with the Chief Executive Officer and Executive Director, Corporate Strategies and Services, to discuss issues of interest to them. As well, the Social and Recreational Committee held a number of all-employee events, and work was completed on revising CIPQ's Awards and Recognition Program, with access to an electronic awards boutique launched in spring 2005.

Aligning employees with CIPO's corporate strategy

In collaboration with the Information Branch, the Corporate Strategies Branch manages the production of *CIPO Info*, the organization's internal newsletter, and the revamping of CIPO's intranet. Launch of the first phase of the new intranet site is planned for fall 2005.

This year, *CIPO Info* featured various success stories and commitments. A few of the many examples include CIPO's:

- participation in WIPO Assemblies;
- first international search report;
- celebration of the re-engineering exercise of its Industrial Design Division;
- Client Service Centre mandate and responsibilities; and
- contribution to Industry Canada's Charitable Campaign.



First international search report. Proud Patent Branch team members: (standing from left to right) Yvan Guay, Wendy McQuaig, Alain Houde, Nathalie Tremblay, Louise Ménard and Lucille Léonard; (sitting) Jason Fisher



Left to right: Rita Carreau, Francine Bouthillier, David Tobin (CIO), Robert Snippe and Monique Lamm at CIPO re-engineering exercise celebration.

Audited financial statements

Management report

We have prepared the accompanying financial statements of the Canadian Intellectual Property Office Revolving Fund (the "Fund") as required by and in accordance with the policy of Treasury Board on revolving funds, and the reporting requirements and standards of the Receiver General for Canada. These financial statements were prepared by the management of the Fund in accordance with the significant accounting policies set out in Note 2 of the financial statements, on a basis consistent with that of the preceding year.

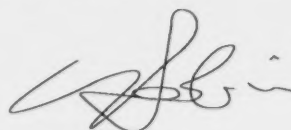
Responsibility for the integrity and objectivity of these financial statements rests with the management of the Fund. The information included in these financial statements is based on management's best estimates and judgment with due consideration given to materiality. To fulfill its accounting and reporting responsibilities, the Fund maintains a set of accounts, which provides a centralized record of the Fund's financial transactions. Financial information contained in the ministerial statements and elsewhere in the Public Accounts of Canada is consistent with that in these financial statements, unless indicated otherwise.

The Fund's directorate of financial services develops and disseminates financial management and accounting policies, and issues specific directives, which maintain standards of accounting and financial management. The Fund maintains systems of financial management and internal control which give due consideration to costs, benefits and risks. They are designed to provide reasonable assurance that transactions are properly authorized by Parliament, are executed in accordance with prescribed regulations, and are properly recorded to maintain accountability of Government funds and safeguard the assets under the Fund's administration. The Fund also seeks to assure the objectivity and integrity of data in its financial statements by the careful selection, training and development of qualified staff, by organizational arrangements that provide appropriate divisions of responsibility and by communication programs aimed at ensuring that

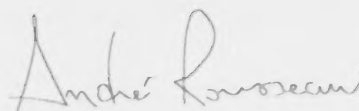
its regulations, policies, standards and managerial authorities are understood throughout the organization.

At the request of the Fund, these financial statements have been examined by external auditors, their role being to express an opinion as to whether the financial statements present fairly the financial position as at March 31, 2005, and the results of operations and cash flow for the year then ended in accordance with the accounting principles for revolving funds of the Government of Canada as described in Note 2 to the financial statements.

Approved by:



David Tobin
Commissioner of Patents,
Registrar of Trade-marks and
Chief Executive Officer



André Rousseau, CGA
Manager, Finance and Administration

May 27, 2005



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AUDITORS' REPORT TO THE DEPUTY MINISTER, INDUSTRY CANADA

We have audited the statement of financial position of the Canadian Intellectual Property Office Revolving Fund as at March 31, 2005 and the statements of operations, accumulated surplus and cash flow for the year then ended. These financial statements have been prepared to comply with Section 4 of the Treasury Board of Canada's Policy on Special Revenue Spending Authorities. These financial statements are the responsibility of the management of the Canadian Intellectual Property Office Revolving Fund. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Canadian Intellectual Property Office Revolving Fund as at March 31, 2005 and the results of its operations and its cash flows for the year then ended in accordance with the accounting principles for revolving funds of the Government of Canada as described in Note 2 to the financial statements.

These financial statements, which have not been, and were not intended to be, prepared in accordance with Canadian generally accepted accounting principles, are solely for the information and use of the management of the Revolving Fund and the Treasury Board of Canada Secretariat for reporting on the use of the Fund authority. The financial statements are not intended to be and should not be used by anyone other than the specified users or for any other purpose.

KPMG LLP

Chartered Accountants

Ottawa, Canada

May 27, 2005

Statement of Financial Position

As at March 31, 2005 (in thousands of dollars)

	2005	2004
Assets		
Current		
Petty cash	2	2
Accounts receivable		
Government of Canada	1 543	1 139
Outside parties	1 504	1 333
Unbilled revenues	7 508	8 524
Prepaid expenses	84	76
	<u>10 641</u>	<u>11 074</u>
Capital assets (Note 3)	33 574	46 902
Unbilled revenues	1 180	436
	<u>45 395</u>	<u>58 412</u>
Liabilities		
Current		
Deposit accounts	1 511	1 178
Accounts payable		
Government of Canada	864	3 651
Outside parties	6 537	6 050
Deferred revenues	23 354	17 791
	<u>32 266</u>	<u>28 670</u>
Employee termination benefits and vacation pay	6 198	5 116
Deferred revenues	37 934	31 662
	<u>44 132</u>	<u>36 778</u>
Deferred capital assistance (Note 4)	14 365	20 750
Commitments (Note 6)		
Contingencies (Note 10)		
Net assets / Liabilities (Note 5)	<u>(45 368)</u>	<u>(27 786)</u>
	<u>45 395</u>	<u>58 412</u>

The accompanying notes form an integral part of these financial statements.

Statement of Operations and Net Assets (Liabilities)
For the year ended March 31, 2005 (in thousands of dollars)

	2005	2004
Revenues	115 603	95 748
Expenses		
Salaries and employee benefits	68 630	62 435
Professional services	13 824	11 884
Amortization of capital assets	15 721	15 025
Accommodation	6 100	5 878
Materials and supplies	1 970	1 566
Information	206	299
Communications	680	721
Travel	427	423
Freight and postage	279	331
Repairs and maintenance	1 143	1 106
Training	367	406
Rentals	215	171
Bad debt expense	37	—
Loss on disposal of capital assets	471	—
	<u>110 070</u>	<u>100 245</u>
Net results before amortization of deferred capital assistance	5 533	(4 497)
Amortization of deferred capital assistance	<u>6 385</u>	<u>6 385</u>
Net results	11 918	1 888
Net assets (liabilities), beginning of year	(27 786)	(16 034)
Net financial resources used (provided) and change in the ANCAFA account during the year	<u>(29 500)</u>	<u>(13 640)</u>
Net assets (liabilities), end of year	<u>(45 368)</u>	<u>(27 786)</u>

The accompanying notes form an integral part of these financial statements.

Statement of Cash Flow**For the year ended March 31, 2005 (in thousands of dollars)**

	2005	2004
Operating activities		
Net results	11 918	1 888
Add: amortization of capital assets	15 721	15 025
Add: loss on disposal of capital assets	471	—
Less: amortization of deferred capital assistance (DCA)	6 385	6 385
	<u>21 725</u>	<u>10 528</u>
Changes in working capital (Note 7)	4 029	(807)
Changes in other assets and liabilities		
Unbilled revenues	(744)	(118)
Employee termination benefits and vacation pay	1 082	671
Deferred revenues	6 272	5 889
	<u>6 610</u>	<u>6 442</u>
Net financial resources provided by operating activities	32 364	16 163
Investing activities		
Capital assets acquired	<u>(2 864)</u>	<u>(2 523)</u>
Net financial resources provided and change in the accumulated net charge against the Funds authority account, during the year	29 500	13 640
Accumulated net charge against the Fund's authority account, beginning of year	<u>71 980</u>	<u>58 340</u>
Accumulated net charge against the Fund's authority account, end of year (Note 5)	<u>101 480</u>	<u>71 980</u>

The accompanying notes form an integral part of these financial statements.

Notes to financial statements

Year ended March 31, 2005

1 — Purpose and authority

The Canadian Intellectual Property Office Revolving Fund (the "Fund") grants or registers exclusive ownership of intellectual property (IP) in Canada. In exchange, the Fund acquires IP information and state-of-the-art technology which it disseminates to Canadian firms, industries and individuals to improve economic performance, competitiveness and to stimulate further invention and innovation.

The Fund was established on April 1, 1994. The authority to make expenditures out of the Consolidated Revenue Fund was granted on February 22, 1994, and has an authorized limit of \$15 million. During the fiscal year ended March 31, 2002, the Fund's authorized limit was reduced from \$15 million to \$5 million. The Fund has continuing non-lapsing authority from Parliament to make payments out of the Consolidated Revenue Fund for working capital, capital acquisitions and temporary financing of accumulated operating deficits. The Fund may retain surpluses to continue to automate operations.

2 — Significant accounting policies

BASIS OF ACCOUNTING

The financial statements have been prepared in accordance with the reporting requirements for revolving funds as described by the Receiver General for Canada. The basis of accounting used in these financial statements differs from Canadian generally accepted accounting principles because services received without charge from other government departments are not reported as expenses; the expenses and liability for termination benefits excludes the portion not funded by the Fund; and contingent liabilities are disclosed rather than recorded. The significant accounting policies are as follows:

Revenue recognition

Revenue derived from processing patent, trade-mark and industrial design applications is recognized using the percentage of completion method as work progresses. Fees received in advance of work being completed are recorded as deferred revenues. When work is completed prior to the receipt of the fee, the amount is recorded as unbilled revenue. Maintenance fees and other revenue are recognized upon receipt. Fees are prescribed by various orders-in-council.

Capital assets and amortization

Capital assets are recorded at cost and are amortized on a straight-line basis over their estimated useful lives, beginning in the month after acquisition, as follows:

Software	3 years
Hardware	3–5 years
Furniture	10 years
Equipment	10 years
Leasehold Improvements	5 years
Systems	Estimated useful life, beginning in the year of deployment

Deferred capital assistance

The Fund received \$63.8 million from the Crown for the development of the Techsource automation project, which was implemented in 1997–98. The deferred capital assistance is amortized on a straight-line basis over the estimated useful life of the TechSource system.

Employee termination benefits

Employees of the Fund are entitled to specified termination benefits, calculated based on salary levels in effect at the time of termination as provided for under collective agreements and conditions of employment. Employee termination benefits earned prior to an employee joining the Fund are a liability of the Treasury Board and accordingly have not been recorded in the accounts. As at March 31, 2005, the Treasury Board liability for the Fund's employees is \$5 million (2004 – \$4.4 million). The liability for benefits earned after an employee joins the Fund is recorded in the accounts as the benefits accrue to employees.

Pension Plan

Employees of the Fund are covered by the Public Service Superannuation Plan administered by the Government of Canada. Under present legislation, contributions made by the Fund to the Plan are limited to an amount equal to the employee's contributions on account of current service. These contributions represent the total pension obligations of the Fund and are charged to operations on a current basis. The Fund is not required under present legislation to make contributions with respect to actuarial deficiencies of the Public Service Superannuation Account or with respect to charges to the Consolidated Revenue Fund for the indexation of payments under the *Supplementary Retirement Benefits Act*.

Use of estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Capital assets, revenues and human resource related accrued liabilities are the most significant items for which estimates are used. Actual results could differ from those estimates. These estimates are reviewed annually and as adjustments become necessary, they are recorded in the financial statements in the period in which they become known.

3 — Capital assets and accumulated amortization (in thousands of dollars)

	Cost March 31, 2004	Additions	Disposals	Cost March 31, 2005	Accumulated amortization	Net carrying value
Leasehold improvements	16 475	951	—	17 426	13 628	3 798
Software	2 126	4 527	—	6 653	2 438	4 215
Hardware	2 484	—	—	2 484	1 587	897
Equipment	—	—	—	—	—	—
Furniture	—	—	—	—	—	—
Systems						
INTREPID	3 735	—	—	3 735	3 701	34
TechSource	85 535	—	—	85 535	66 164	19 371
Other	9 607	86	—	9 693	7 927	1 766
Systems under development	6 664	(2 700)	471	3 493	—	3 493
Total	126 626	2 864	471	129 019	95 445	33 574

4 — Deferred capital assistance (in thousands of dollars)

	2005	2004
Deferred capital assistance contribution	63 848	63 848
Less: accumulated amortization	49 483	43 098
Net book value	14 365	20 750

5 — Net assets/Liabilities (in thousands of dollars)

ACCUMULATED NET CHARGE AGAINST THE FUND'S AUTHORITY

Accumulated net charge against the Fund's authority is the cash position of the Fund, held by the Government on behalf of the Fund.

ACCUMULATED SURPLUS

The accumulated surplus is an accumulation of each year's surpluses including the absorption of the opening deficit of \$9.5 million dollars upon establishment of the Fund.

	2005	2004
Accumulated net charge against the Fund's authority	(101 480)	(71 980)
Accumulated surplus	56 112	44 194
Net assets/liabilities	<u>(45 368)</u>	<u>(27 786)</u>

6 — Commitments (in thousands of dollars)

TECHSOURCE

The Fund has contracted Government Telecommunication and Informatics Services to provide maintenance services for the TechSource system. The amount committed is:

2006	<u>496</u>
	<u>496</u>

The Fund has contracted for the application development and maintenance support of the Continued Systems Improvement Program (CSIP) by which the Fund's systems and infrastructure are kept intact and improved upon in a controlled manner on a continuous basis. The maximum commitments are up to:

2006	2200
2007	2200
2008	<u>1467</u>
	<u>5867</u>

The Fund has operating leases for its premises from Public Works and Government Services Canada. Future lease payments are as follows:

2006	6 532
2007	6 130
2008	6 129
2009	<u>4 655</u>
	<u>23 446</u>

7 — Changes in working capital (in thousands of dollars)

Components of the changes in current assets and liabilities include:

	2005	2004
Accounts receivable (net of bad debt)	(575)	(622)
Unbilled revenues (short term)	1016	(1412)
Prepaid expenses	(8)	(50)
Deposit accounts	333	93
Accounts payable	(2300)	(431)
Deferred revenues (short term)	<u>5563</u>	<u>1615</u>
	<u>4029</u>	<u>(807)</u>

8 — Related party transactions

Through common ownership, the Fund is related to all Government of Canada created departments, agencies and Crown corporations. Payments for accommodation, translation, legal services, compensation and benefits services, mail services, security services, and mainframe and computing services are made to related parties in the normal course of business.

9 — Insurance

The Fund does not carry insurance on its property. This is in accordance with the Government of Canada policy of self-insurance.

10 — Contingencies

SICK LEAVE

Employees are permitted to accumulate unused sick leave. However, such leave entitlements do not vest and can be used only in the event of illness. The amount of accumulated sick leave entitlements, which will become payable in future years, cannot reasonably be determined and accordingly have not been recorded in the accompanying financial statements. Payments of sick leave benefits are included in current operations as incurred.

11 — Income taxes

The Fund is not subject to income taxes.

Additional financial information

Revolving fund

As a special operating agency within Industry Canada, with a revolving fund authority, CIPO finances its operations entirely from revenues generated by fees received from the provision of IP services.

The financial statements of CIPO's Revolving Fund (the "Fund") have been prepared in accordance with the reporting requirements for revolving funds as described by the Receiver General for Canada. The basis of accounting used in these financial statements differs from Canadian generally accepted accounting principles because services received without charge from other government departments are not reported as expenses; the expenses and liability for termination benefits excludes the portion not funded by the Fund; and contingent liabilities are disclosed rather than recorded. Some of the information included in these financial statements is based on management's best estimates and judgment, with due consideration given to materiality.

CIPO develops accounting policies and maintains the financial systems and internal controls necessary to fulfill its accounting and reporting responsibilities. By adhering to sound financial management practices and internal accounting controls, CIPO's financial administration provides reasonable assurance that transactions are recorded and executed in accordance with its authority, and that its assets are safeguarded.

In the context of modern controllership, and to improve managerial accountability and reporting, external auditors are hired to examine the financial statements and to express an opinion as to whether they present fairly CIPO's financial position at year-end.

Management report

Balance sheet

The balance sheet of the Fund reveals that CIPO is in a positive financial position. At the end of March 2005, the balance sheet (Note 5) indicates an accumulated net

charge against the fund's authority (ANCAFA — representing the cash situation of the Fund) of \$101.5 million or \$38.7 million if current and long-term deferred revenues are excluded.

An amount of \$8.7 million, representing a decrease of \$0.3 million from last year, is recorded under unbilled revenues, which represents the value of work completed prior to the receipt of the fee. This relates mainly to trade-mark examinations and registrations where part of the examination fee is received before the work starts (recorded under deferred revenues) and the second part is received after the work is completed and accounted for under the unbilled revenues.

The *capital assets* of \$33.6 million, net of depreciation, represent mainly the net value of the information technology (IT) system TechSource for patents and other systems, the leasehold accommodation and IT systems and software under development. During the year, investments have been made to increase an IT capability which is closely aligned with CIPO's business objectives and requirements.

Under liabilities, the current and long-term *deferred revenues* of \$23.4 million and \$37.9 million, respectively, represent the prepaid amount for services to be provided in the near future and are directly linked with the inventory of patent and trade-mark files to be examined. Note the total deferred revenues account represents an increase of \$11.8 million over last year. The fee increases implemented on January 1, 2004, are the primary explanation for this change, though examination capacity and requests for examination also increased from the previous year.

The *deferred capital assistance* (DCA) has decreased by \$6.4 million; it is amortized on a straight-line basis over the useful life of the TechSource system. Other financial elements of assets and liabilities remain relatively stable.

The *accumulated surplus* stands at \$56.1 million as of March 31, 2005. This amount ensures that CIPO will be able to remain both fiscally responsible and viable, and will be in the position to maintain/improve service

levels such as reducing turnaround times, investing in human resources and new IT, and delivering new products and services that better serve the interests of clients.

Income statement

Revenues for fiscal year 2004–2005 equal \$115.6 million, which represents an increase of \$19.9 million over last year. This increase comes mainly from the implementation of new fees for applications, examinations and maintenance on January 1, 2004, supported by steady growth in demand.

Expenditures for the same period equal \$103.7 million and are \$9.8 million higher than last year.

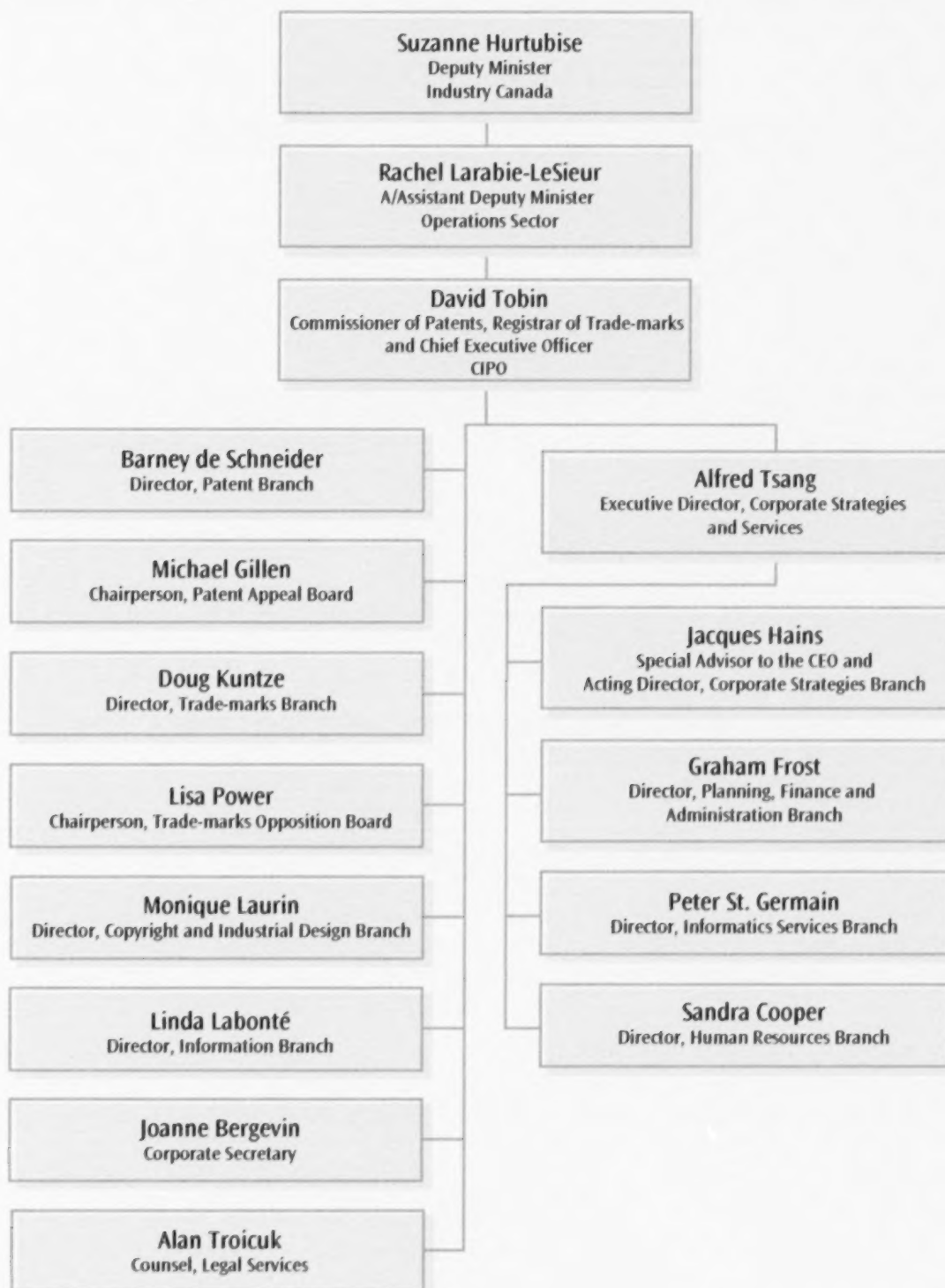
Salary expenses represent a large part of this increase, over \$6.2 million. This can be explained mainly by the significant hiring of new examiners to deal with the growing demand for IP products and services. These investments in human resources have already had a significant positive impact on turnaround times in many areas, and consequently generate additional revenues. We also note an increase in severance pay, terminable allowance expenses and depreciation costs.

Thus, the *net result* was \$11.9 million, after taking into account the credit on expenses of \$6.4 million from DCA.

For more detail on revenues and expenditures, please refer to the charts in Appendix 2.

Appendix 1

Organizational structure 2004-05



Appendix 2

Financial charts

Figure 1 Revenues by products and services

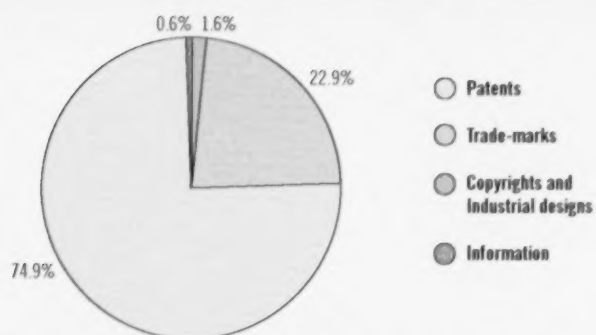


Figure 2 Operating expenditures by category

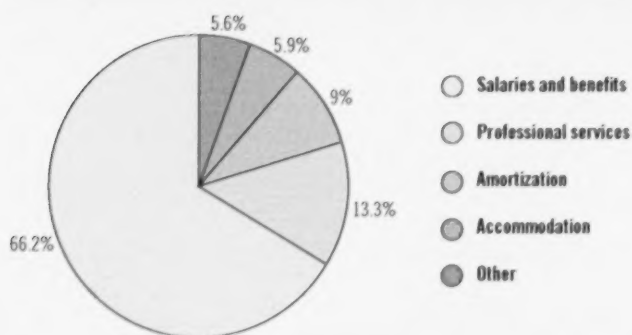


Figure 3 Expenditures by branch grouping

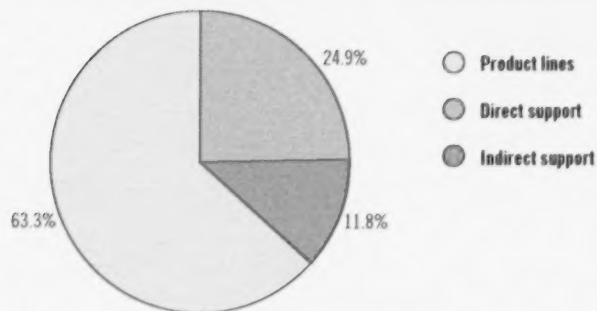


Figure 4 Patent revenues

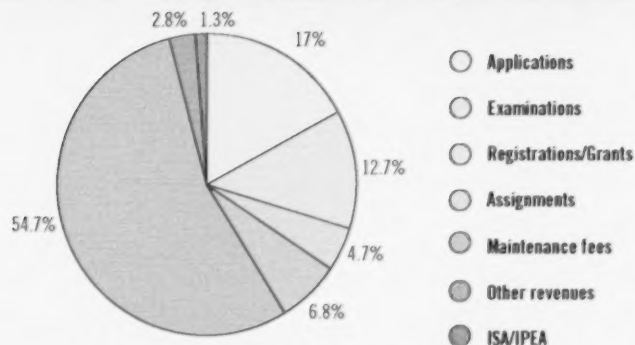


Figure 5 Trade-mark revenues

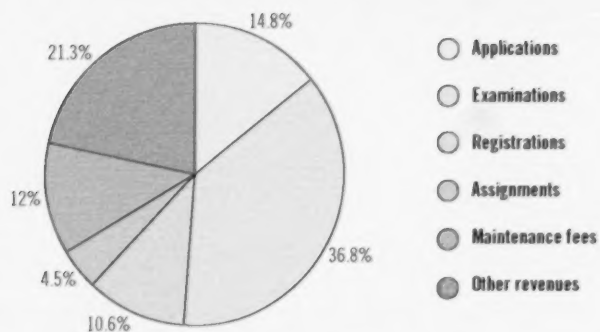
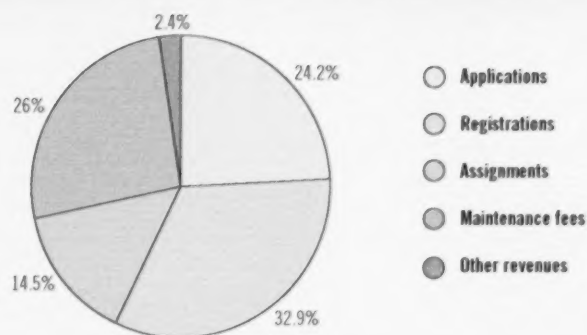


Figure 6 Copyright and industrial design revenues



Appendix 3

Statistics

TABLE 1
Product output

	2002-03	2003-04	2004-05
Applications			
Patents	39 535	38 201	39 640
National	12 566	12 145	11 620
Patent Cooperation Treaty	26 969	26 056	28 020
Trade-marks	36 949	39 524	40 687
Copyrights	7 938	7 915	7 777
Industrial designs	3 534	3 827	4 121
Integrated circuit topographies	4	5	2
International Search Authority (ISA)*	—	—	729
Requests for examination			
Patents	37 310	39 373	25 142
Disposals			
Patents	22 864	26 731	31 282
Grants/Registrations			
Patents	11 805	12 159	13 553
Trade-marks	18 847	28 164	29 780
Copyrights	7 965	7 928	7 650
Industrial designs	2 098	2 908	2 966
Integrated circuit topographies	4	4	2
Abandonments			
Trade-marks	20 610	19 301	18 620
Copyrights	102	105	100
Industrial designs	463	357	397
Maintenance/Renewals			
Patents	252 192	259 668	271 398
Trade-marks	8 476	9 302	7 879
Industrial designs	1 634	1 755	1 418
Assignments			
Patents	67 257	61 932	57 290
Trade-marks	41 244	38 334	32 543
Copyrights	1 806	1 581	2 216
Industrial designs	767	2 096	1 276
Integrated circuit topographies	—	1	—
Enquiries			
Patents	28 241	27 949	40 002
Status requests (Patents)	80 689	55 162	960
Trade-marks	19 421	20 524	22 556
Copyrights	8 762	8 395	9 115
Industrial designs	2 047	1 723	1 560
Integrated circuit topographies	54	80	50
General information	1 464	1 971	1 379
Other	848	280	306

*The ISA number covers the period from July 26, 2004 to March 31, 2005.

Trade-mark statistics

TABLE 2

Trade-mark applications filed by language

	2002-03	2003-04	2004-05
English	33 888	35 699	37 505
French	3 061	3 825	3 182
Total	36 949	39 524	40 687

TABLE 3

Trade-mark applications filed and registered by province/territory

	Filed	Registered
Alberta	1 621	1 346
British Columbia	2 469	1 717
Manitoba	393	350
New Brunswick	187	144
Newfoundland and Labrador	91	83
Northwest Territories	9	10
Nova Scotia	161	201
Nunavut	11	2
Ontario	9 002	6 801
Prince Edward Island	20	22
Quebec	4 153	3 411
Saskatchewan	173	148
Yukon Territory	5	6
Province not specified	9	32
Total	18 304	14 273

TABLE 4

Top ten trade-mark applicants

The Procter & Gamble Company	260
Dundee Corporation	139
Novartis AG	119
Unilever Canada Incorporated	107
S.C. Johnson & Son Incorporated	99
Telus Corporation	89
Avon Products Incorporated	87
Johnson & Johnson	86
WMS Gaming Incorporated	84
BSH Home Appliances Corporation	77

TABLE 5

Top ten trade-mark registrants

Konami Corporation	184
The Procter & Gamble Company	137
Unilever Canada Incorporated	91
Telus Corporation	86
LIDL Stiftung & Co. Kg	82
Canadian Imperial Bank of Commerce	80
Canadian Tire Corporation Limited	69
Kimberly-Clark Worldwide Incorporated	56
Avon Products Incorporated	55
La Capitale Assureur de l'administration publique	43

TABLE 6

Trade-marks Opposition Board — Operational statistics

	2002-03	2003-04	2004-05
Statements of opposition filed	1100	1229	1594
Opposition decisions rendered	80	94	134
Opposition abandonments	1368	1435	941
Section 45 notices issued	731	844	753
Section 45 decisions rendered	463	655	625

TABLE 7

Trade-mark applications filed and registered by origin as stated by applicant

	Filed	Granted		Filed	Granted
Algeria	0	1	Liechtenstein	25	9
Andorra	0	1	Luxembourg	43	30
Anguilla	3	5	Macau	1	1
Antigua and Barbuda	1	0	Malaysia	15	10
Argentina	34	25	Malta	4	0
Aruba	1	0	Mauritius	5	0
Australia	408	204	Mexico	153	31
Austria	88	79	Monaco	20	14
Bahamas	14	15	Morocco	1	4
Bahrain	1	2	Netherlands	370	265
Barbados	53	24	Netherlands Antilles	4	6
Belgium	122	88	New Zealand	80	57
Belize	1	1	Nicaragua	3	1
Benelux	1	0	Norway	47	31
Bermuda	26	21	OHIM*	1	0
Brazil	66	35	Oman	0	1
British Virgin Islands	59	25	Pakistan	7	4
Bulgaria	4	0	Panama	43	20
Canada	18 304	14 273	Peru	5	5
Cayman Islands	22	4	Philippines	14	5
Channel Islands	11	10	Poland	30	15
Chile	42	27	Portugal	38	33
China (see Hong Kong)	215	166	Qatar	4	0
Colombia	29	8	Republic of Korea	100	88
Costa Rica	1	0	Romania	5	2
Croatia	13	0	Russian Federation	40	13
Cuba	4	1	Saint Kitts and Nevis	2	0
Cyprus	43	2	Samoa	1	0
Czech Republic	15	11	San Marino	0	1
Denmark	131	104	Saudi Arabia	6	5
Dominican Republic	5	1	Seychelles	0	1
Ecuador	1	3	Singapore	44	30
Egypt	0	1	Slovakia	3	5
Estonia	2	0	Slovenia	4	3
Finland	68	77	South Africa	29	45
France	968	910	Spain	229	147
Georgia	0	3	Sri Lanka	3	11
Germany	1 139	1 030	Sweden	213	151
Gibraltar	4	1	Switzerland	691	551
Greece	9	3	Taiwan	119	116
Guatemala	13	0	Thailand	13	22
Guyana	1	1	Trinidad and Tobago	0	1
Haiti	1	0	Tunisia	0	1
Hong Kong	120	95	Turkey	29	9
Hungary	6	4	Turks and Caicos Islands	1	0
Iceland	3	4	Ukraine	6	3
India	58	20	United Arab Emirates	23	4
Indonesia	9	3	United Kingdom	905	517
Iran (Islamic Republic of)	1	0	United States of America	13 492	8 800
Ireland	79	46	Uruguay	4	3
Israel	64	42	Venezuela	5	1
Italy	524	407	Vietnam	7	3
Jamaica	4	1	West Indies	26	19
Japan	909	846	Yemen	2	0
Jordan	2	2	Yugoslavia	0	1
Kenya	0	3	Country unknown	60	42
Kyrgyzstan	0	2			
Latvia	6	0			
Lebanon	4	6			
			Total	40 687	29 780

*Office for Harmonization in the International Market

Figure 7 Trade-mark inventory awaiting examination

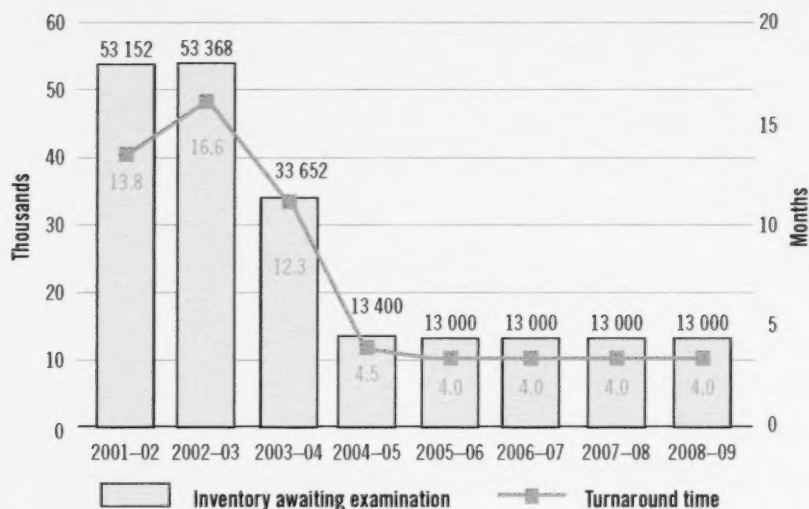


Figure 8 Trade-mark applications

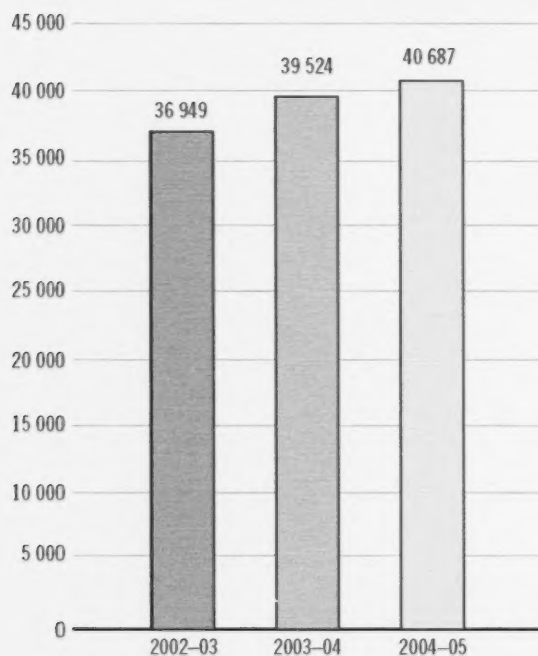
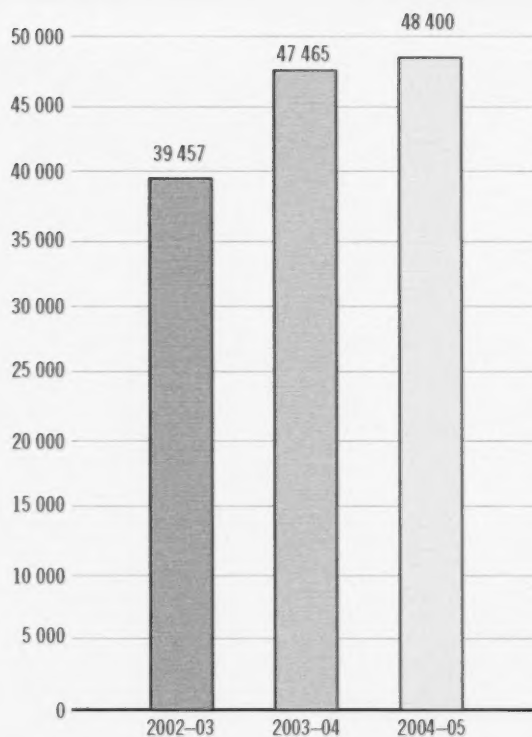


Figure 9 Trade-mark disposals



Patent statistics

TABLE 8
Patent applications filed by language

	2002-03	2003-04	2004-05
English	37 821	36 749	38 054
French	1 714	1 452	1 586
Total	39 535	38 201	39 640

TABLE 9
Patent applications filed, requests for examination and grants by discipline

Discipline	2002-03	2003-04	2004-05
Biotechnology			
Filed	4 359	4 004	3 850
Requests for examination	3 927	4 050	2 423
Granted	843	634	522
Computer-related			
Filed	6 875	6 317	6 662
Requests for examination	5 700	6 624	4 464
Granted	2 186	2 135	2 216
Electrical engineering/Physics			
Filed	3 305	3 114	3 037
Requests for examination	3 106	3 074	2 130
Granted	1 384	1 212	1 394
Mechanical/Civil engineering			
Filed	9 402	9 152	9 538
Requests for examination	8 887	9 350	6 009
Granted	2 999	3 410	4 414
Organic chemistry			
Filed	5 028	4 622	4 966
Requests for examination	5 655	5 662	3 180
Granted	1 650	1 682	1 419
Other chemistry			
Filed	6 165	6 613	6 677
Requests for examination	5 952	6 422	4 263
Granted	1 789	1 851	2 036
Miscellaneous			
Filed	4 401	4 379	4 910
Requests for examination	4 083	4 191	2 673
Granted	954	1 235	1 552
All disciplines			
Filed	39 535	38 201	39 640
Requests for examination	37 310	39 373	25 142
Granted	11 805	12 159	13 553

TABLE 10*Patent applications filed and granted to residents of Canada and foreign countries*

	PCT filings	Non-PCT filings	Total filings	Total grants
Canada				
Alberta	178	522	700	276
British Columbia	180	355	535	128
Manitoba	26	91	117	38
New Brunswick	4	37	41	13
Newfoundland and Labrador	3	18	21	4
Northwest Territories	—	4	4	3
Nova Scotia	5	48	53	12
Ontario	511	1 631	2 142	593
Prince Edward Island	2	6	8	1
Quebec	341	1 001	1 342	340
Saskatchewan	15	117	132	49
Yukon Territory	—	7	7	4
Subtotal	1 265	3 837	5 102	1 461
Foreign countries	26 755	7 783	34 538	12 097
Total	28 020	11 620	39 640	13 558

TABLE 11*Top ten patent applicants*

Qualcomm Incorporated	239
The Procter & Gamble Company	225
Microsoft Corporation	202
3M Innovative Properties Company	200
BASF Aktiengesellschaft	185
E.I. duPont de Nemours and Company	177
Research in Motion Limited	170
F. Hoffman-LaRoche AG	165
Novartis AG	138
Merck & Company Incorporated	137

TABLE 12*Top ten patentees*

The Procter & Gamble Company	205
Lucent Technologies Incorporated	138
Honda Giken Kogyo Kabushiki Kaisha	122
Baker Hughes Incorporated	95
Minnesota Mining and Manufacturing Company	85
Illinois Tool Works Incorporated	83
L'Oréal S.A.	80
Deere & Company	78
Schlumberger Canada Limited	74
E.I. duPont de Nemours and Company	73

TABLE 13*Patent Appeal Board — Operational statistics*

	2002-03	2003-04	2004-05
Final actions			
Referrals	11	13	20
Disposals	2	12	12
Industrial designs			
Referrals	5	2	2
Disposals	3	7	6
Conflicts			
Referrals	9	1	3
Disposals	0	11	3
Re-examination — Section 48.1			
Filings	3	3	4
Disposals	1	2	5
Abuse — Section 67			
Filings	0	0	0
Disposals	0	0	1
Candidates for qualifying examination			
Patents	205	237	257
Trade-marks	37	43	32

TABLE 14

Patent applications filed and granted by origin as stated by applicant

	Filed	Granted		Filed	Granted
Algeria	1	0	Luxembourg	34	19
Andorra	3	0	Malaysia	7	0
Argentina	9	4	Mauritius	3	0
Australia	602	143	Mexico	19	13
Austria	179	88	Monaco	4	3
Bahamas	15	10	Morocco	2	0
Barbados	180	26	Netherlands	573	131
Belgium	251	59	Netherlands Antilles	29	3
Belize	1	0	New Zealand	126	18
Bermuda	33	7	Norway	170	54
Brazil	35	11	Panama	0	2
British Virgin Islands	18	5	Philippines	4	0
Bulgaria	6	0	Poland	12	2
Canada	5 102	1 461	Portugal	7	1
Cayman Islands	8	2	Republic of Korea	312	126
Chile	8	0	Russian Federation	30	14
China	160	30	Samoa	1	0
Colombia	3	0	Saudi Arabia	4	3
Cook Islands	5	0	Singapore	45	6
Croatia	18	2	Slovakia	1	1
Cuba	11	1	Slovenia	8	0
Cyprus	10	0	South Africa	58	22
Czech Republic	12	2	Spain	153	30
Denmark	250	53	Swaziland	1	0
Estonia	4	0	Sweden	535	229
Finland	320	138	Switzerland	1 271	372
France	1 701	613	Taiwan	168	1
Germany	2 898	877	Thailand	3	0
Gibraltar	0	1	Tunisia	3	0
Greece	9	2	Turkey	4	0
Hungary	26	5	Turks/Caicos Islands	2	0
Iceland	24	2	Ukraine	8	3
India	115	7	United Kingdom	1 482	432
Indonesia	0	1	United Arab Emirates	1	1
Ireland	113	13	United States of America	19 005	6 801
Israel	293	48	Uruguay	1	0
Italy	602	156	Vanuatu	2	0
Japan	2 482	1 478	Venezuela	0	5
Jordan	1	0	Yugoslavia	4	0
Kazakhstan	1	1	Zimbabwe	1	0
Kyrgyzstan	1	0	Country unknown	13	0
Latvia	3	0			
Lebanon	1	0			
Liechtenstein	20	15			
			Total	39 640	13 553

Figure 10 *Patent requests for examination*

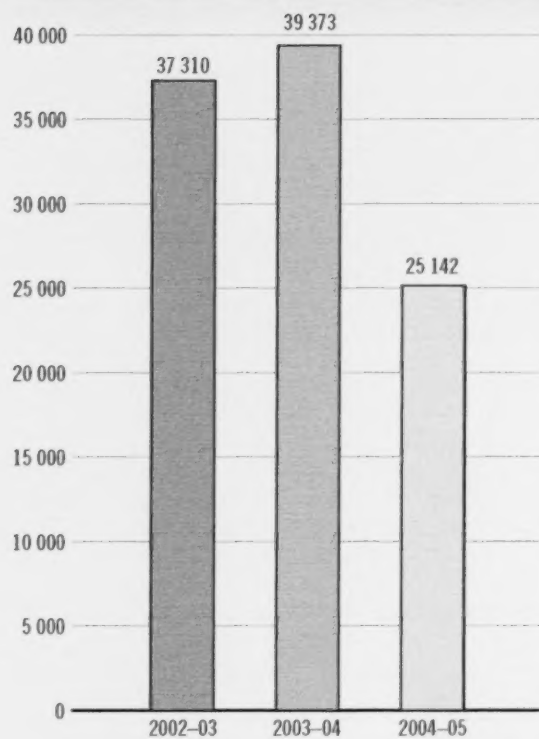
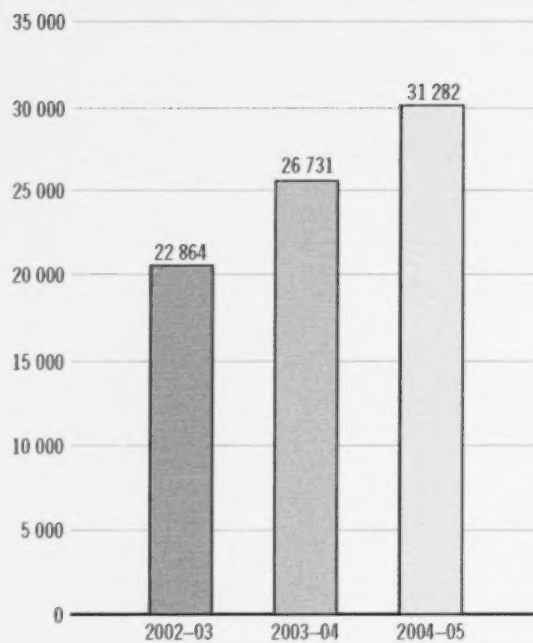


Figure 11 *Patent disposals*



Copyright statistics

TABLE 15
Copyright applications filed by language

	2002-03	2003-04	2004-05
English	6508	6480	6377
French	1430	1435	1400
Total	7938	7915	7777

TABLE 16
Copyright applications filed and registered by province/territory

	Filed	Registered
Alberta	636	628
British Columbia	1160	1129
Manitoba	162	160
New Brunswick	74	67
Newfoundland and Labrador	62	49
Nova Scotia	129	121
Nunavut	5	5
Ontario	2740	2710
Prince Edward Island	10	10
Quebec	1816	1811
Saskatchewan	171	169
Yukon Territory	3	3
Total	6968	6862

TABLE 17
Copyrights registered by origin as stated by applicant

	Filed	Registered
Argentina	1	1
Australia	5	5
Austria	1	1
Bahamas	1	1
Bermuda	38	38
Brazil	2	2
British Virgin Islands	3	3
Brunei Darussalam	1	1
Canada	6968	6862
China (see Hong Kong)	33	33
Czech Republic	1	1
France	18	17
Germany	10	10
Hong Kong	28	28
Hungary	1	1
India	1	1
Ireland	1	1
Israel	1	1
Italy	5	5
Japan	12	12
Lebanon	1	1
Luxembourg	3	3
Netherlands	2	2
Philippines	1	1
Republic of Korea	3	3
Samoa	2	2
Singapore	5	5
Slovakia	1	1
Spain	1	1
Sweden	1	1
Switzerland	10	10
Taiwan	20	18
United Arabs Emirates	3	3
United Kingdom	30	30
United States of America	562	544
Yugoslavia	1	1
Total	7777	7650

TABLE 18
Top ten copyright applicants

Pearson Education Canada	261
CGA-Canada	80
Groupe Educalivres Inc.	78
Fab Trends International Inc.	63
Nintendo of America Inc.	47
Reuven Baron	44
TVBO Productions Limited	42
Canadian General Tower Limited	40
Dwayne Beckford	37
Sweet Productions Inc.	37

Figure 12 Copyright applications

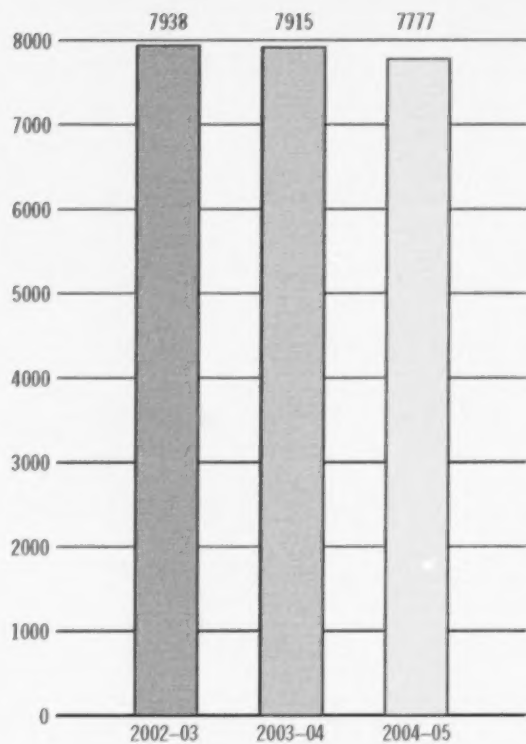
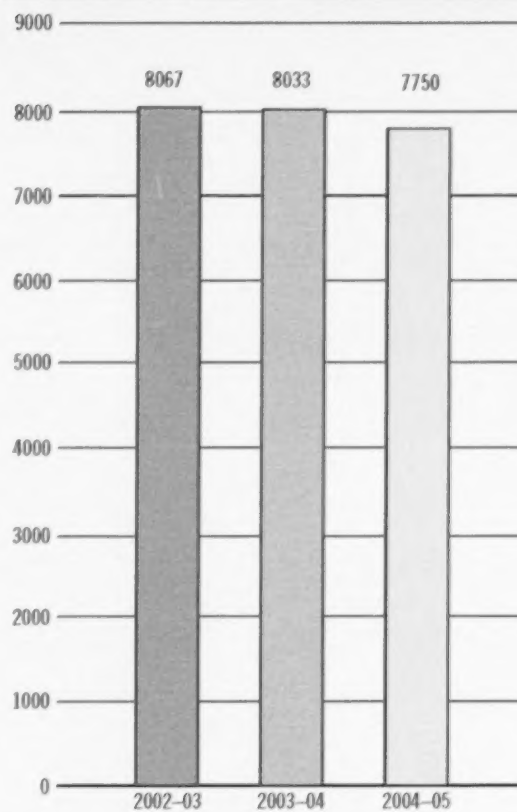


Figure 13 Copyright disposals



Industrial design statistics

TABLE 19
Industrial designs registered by language

	2002-03	2003-04	2004-05
English	2020	2825	2773
French	78	83	193
Total	2098	2908	2966

TABLE 20
Industrial design applications filed and registered by province/territory

	Filed	Registered
Alberta	29	36
British Columbia	70	65
Manitoba	8	5
New Brunswick	5	2
Newfoundland and Labrador	2	2
Nova Scotia	7	4
Ontario	282	208
Prince Edward Island	2	1
Quebec	208	200
Saskatchewan	5	9
Yukon Territory	2	0
Total	620	532

TABLE 21
Industrial design applications filed and registered by origin as stated by applicant

	Filed	Registered
Australia	51	27
Austria	28	12
Bahamas	2	4
Barbados	19	3
Belgium	13	15
Bermuda	13	17
Brazil	4	8
British Virgin Islands	1	0
Canada	620	532
Cayman Islands	0	1
Chile	0	1
China (see Hong Kong)	38	48
Croatia	1	0
Cyprus	2	0
Czech Republic	1	0
Denmark	7	2
Egypt	1	0
Finland	61	65
France	84	61
Germany	199	107
Hong Kong	25	13
Hungary	1	0
India	2	4
Indonesia	0	1
Ireland	6	4
Israel	3	7
Italy	147	35
Japan	289	171
Kenya	0	1
Liechtenstein	4	1
Luxembourg	4	0
Mexico	4	10
Malaysia	3	0
Monaco	1	1
Netherlands	47	22
New Zealand	15	4
Norway	4	10
Poland	1	0
Portugal	4	0
Republic of Korea	55	11
Russian Federation	1	3
Saint Kitts and Nevis	0	1
Serbia-Montenegro	0	1
Singapore	2	1
South Africa	3	0
Spain	9	6
Sweden	21	11
Switzerland	101	78
Taiwan	82	72
Thailand	1	4
Turkey	1	0
United Kingdom	110	128
United States of America	2030	1463
Total	4121	2966

TABLE 22
Top ten industrial design applicants

Nike International Incorporated	146
Moen Incorporated	70
The Procter & Gamble Company	61
Microsoft Corporation	59
Nokia Corporation	58
Wolverine World Wide Incorporated	54
Globe Union Industrial Corporation	49
Sony Computer Entertainment Incorporated	43
Mikron Industries Incorporated	37
Kohler Company	35

TABLE 23
Top ten industrial design registrants

Globe Union Industrial Corporation	61
Nike International Incorporated	52
Nokia Corporation	45
The Procter & Gamble Company	40
Dart Industries Incorporated	38
Kohler Company	38
PI Design AG	29
Hunter Fan Company	28
Henri Studio Incorporated	26
Colgate-Palmolive Company (a Delaware company)	25

Figure 14 *Industrial design applications*

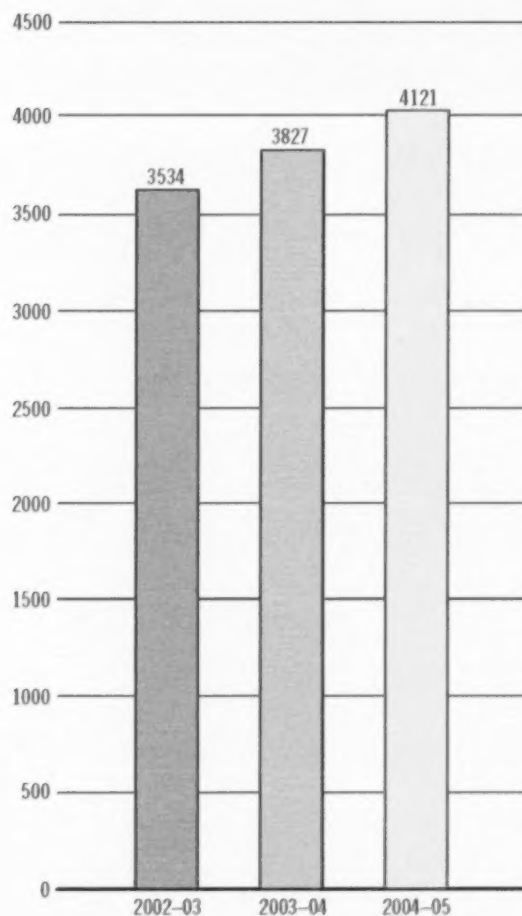
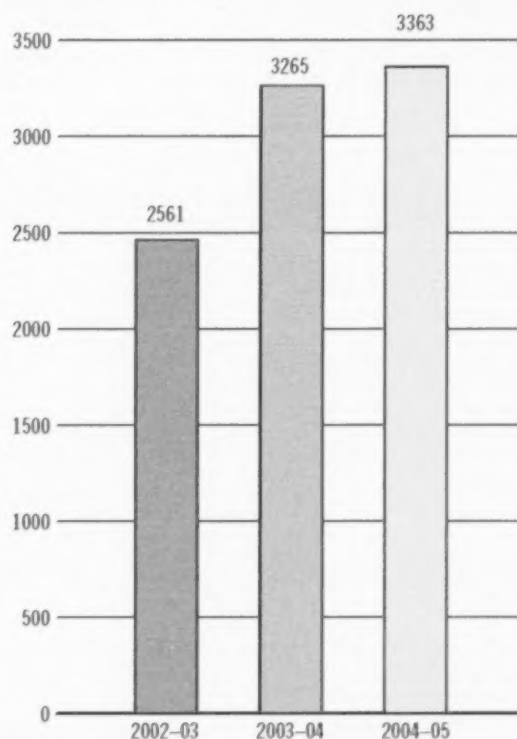


Figure 15 *Industrial design disposals*



Information statistics

Figure 16 Internet traffic

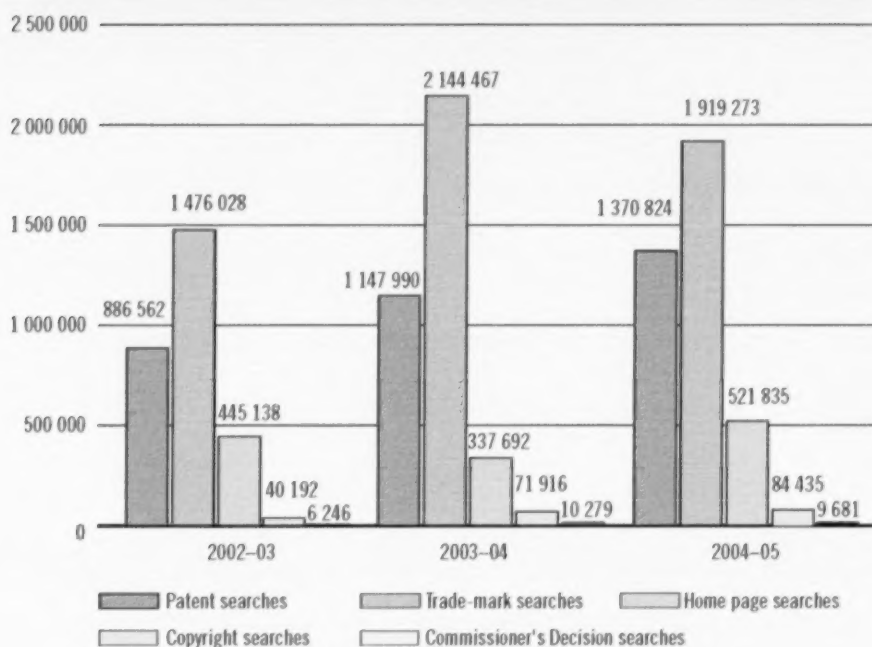
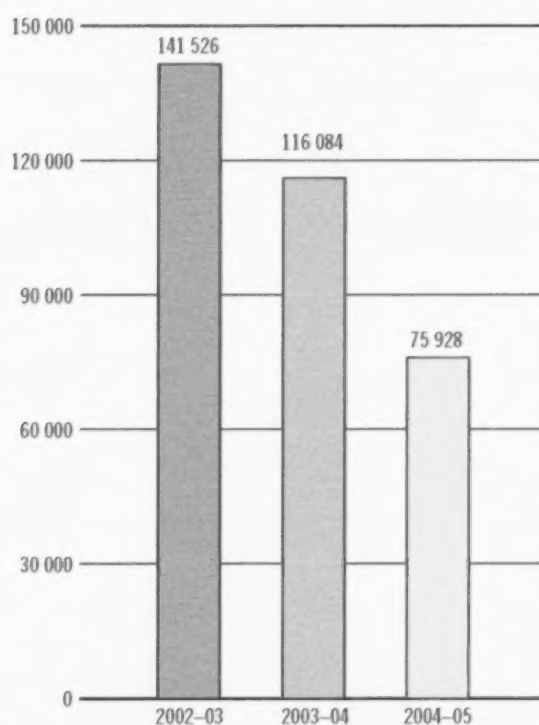


Figure 17 Enquiries



Human resources statistics

Figure 18 Employees by age group

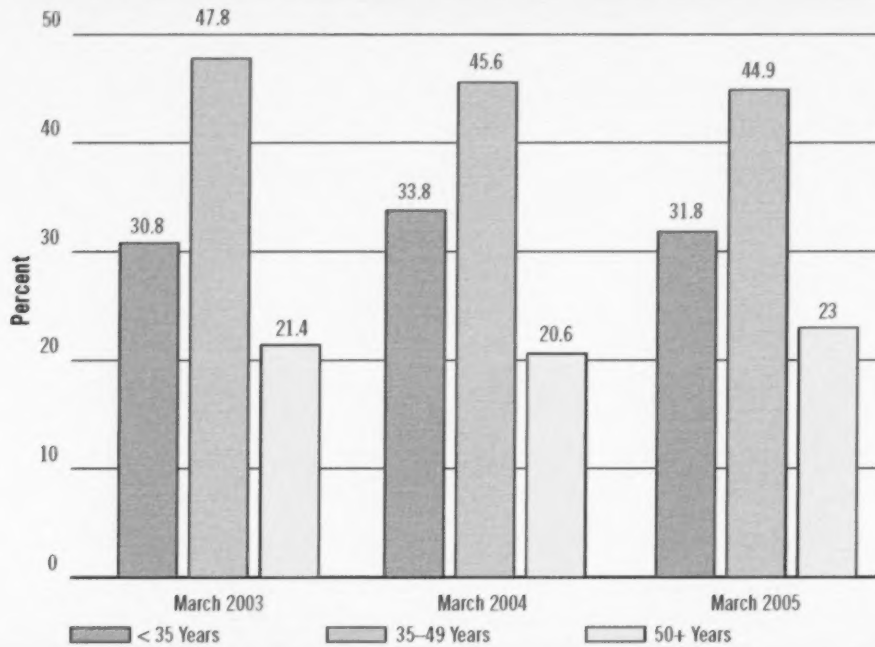


Figure 19 Total employees

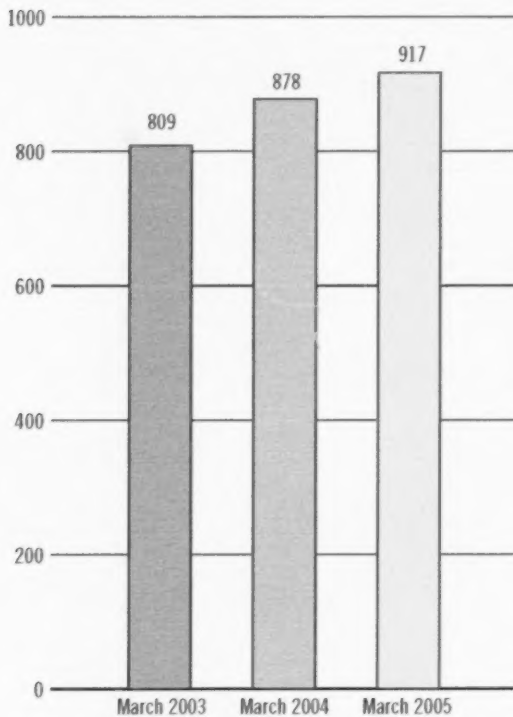
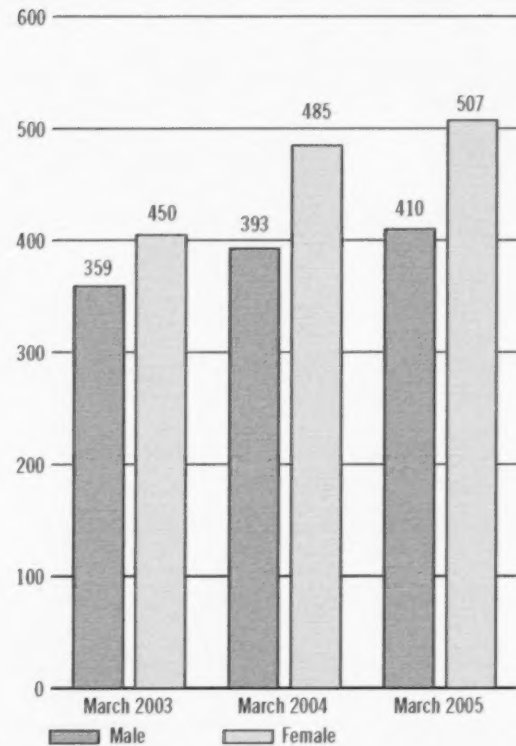


Figure 20 Employees by gender



Appendix 4

Client service standards

Services	Client service standards	Status as of March 31, 2005
PATENT BRANCH		
• issue filing certificate for patent applications meeting filing requirements	within 4 weeks of the date of receipt of the application	4.8 weeks
• issue confirmation of national entry for PCT applications meeting entry requirements	within 8 weeks of the date of receipt of the application	9.2 weeks
• issue an ownership registration certificate	within 6 weeks of the date of receipt of documentation	5 weeks
• issue first substantive examination (80 percent of applications with a request for examination will be waiting for a first substantive examination action including all known objections to patentability)	less than 27 months	83 percent less than 27 months
• issue a patent	within 12 weeks of receipt of final fees	12 weeks
PATENT APPEAL BOARD		
• Patents		
- contact applicant to arrange hearing date	within 24 months	2 months
• Industrial Designs		
- contact applicant to arrange hearing date	within 2 months	2 months
TRADE-MARKS BRANCH		
• acknowledge correctly filed new applications	within 7 working days of filing date	3.1 working days
• acknowledge e-commerce applications	within 1 working day	1 working day
• approve acceptable applications/ issue first examination reports for unacceptable applications	within 6 months of filing date	4.5 months

Services

Client service standards

Status as of
March 31, 2005

TRADE-MARKS OPPOSITION BOARD

• conduct oral hearings		
- opposition	within 18 months of receipt of request	20 months
- section 45	within 12 months of receipt of request	10.4 months
• render decisions		
- non-hearing opposition	within 14 months of decision stage	12 months
- non-hearing section 45	within 14 months of decision stage	14.4 months

COPYRIGHT OFFICE

• registration process	within 2 weeks of receipt of application and fees	5 days
- assign copyright registration number, print registration certificate and carry-out quality control check		
• accelerated action	within 3 working days of receipt of application and fees	1 day
• assignments and licensing	within 3.5 weeks	14 days
- verify authenticity of documents and issue file number upon receipt of original document (or a copy) to be registered		
- mail registration and assignment document to applicant		
• issue copies or register extracts	within 2 working days of receipt of fees	1 day
• provide certified copies	within 3 working days of receipt of fees	1 day

INDUSTRIAL DESIGN DIVISION

• issue filing certificate or issue report indicating application is incomplete	within 4 weeks of receipt of application	6.5 weeks
• examine application to assess the registrability of the design; allow the design or issue first examiner's report	within 11 months of receipt of application ¹	13.9 months
• issue a certificate of registration	within 2 weeks of registration date	2 days

1. This service standard is currently under review and will be updated in the near future.

Services	Client service standards	Status as of March 31, 2005
CLIENT SERVICE CENTRE (CSC) (INFORMATION BRANCH)		requests are processed within standards 97 percent of the time
• respond to telephone enquiries	within 24 hours	within 24 hours
• respond to voice mail or email	within 2 working days	within 2 working days
• provide access to an Information Officer (on-site)	within 10 minutes	within 10 minutes
• respond to general correspondence and fax requests	within 5 working days	within 5 working days
• mail IP kits	within 2 working days	within 2 working days
• provide access to other on-site services	as posted in the CSC	as posted in the CSC
REPRODUCTION AND SALES SECTION (INFORMATION BRANCH)		requests are processed within standards 97 percent of the time
• provide over-the-counter copies		
- small order	within 30 minutes	within 30 minutes
- large order	within 1 working day	within 1 working day
• provide certified copies	within 2–5 working days	within 2–5 working days

Appendix 5

Management team and business development officers

Management team

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